



Crown
Commercial
Service

Invitation to tender

Attachment 2 – How to bid

RM6261 Mobile Voice and Data 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, however Suppliers will be restricted from being awarded a place on all Lots, please ensure you read paragraph 3.1 of Attachment 1 - About the Framework.
- 1.3 Your bid must be entered into the eSourcing tool. We can only accept bids that we receive through the eSourcing tool.
- 1.4 Upload ONLY those attachments we have asked for. Do not upload any attachments we haven't asked for.
- 1.5 Make sure you answer every relevant 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 You must regularly check for messages in the eSourcing tool throughout the competition. You must log on to the eSourcing tool and access your message inbox for this competition to check for messages.
- 1.8 If anything is unclear, or you are unsure how to complete your bid submission, you can raise a question before the clarification question deadline, using the eSourcing tool. Read paragraph 6 "When and how to ask questions" in attachment 1 - About the framework.
- 1.9 We may require you to clarify aspects of your bid in writing and/or provide additional information. Failure to respond within the time required, or to provide an adequate response may result in the rejection of your bid and your exclusion from this competition.

2. Selection stage

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

3. Selection process

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

4. Selection criteria

- 4.1 We may exclude you from the competition at the selection stage if:
 - you receive a 'fail' for any of the evaluated selection questions
 - any of the information you have provided proves to be false or

misleading

- you have broken any of the competition rules in section 9, attachment 1 About the framework, or not followed the instructions given in this ITT 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

4.2 If we exclude you from the competition we will tell you and explain why.

5. Selection questionnaire

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

6. Award stage

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

We have tried to make our award stage as simple as possible, whilst achieving the best possible commercial outcomes. Your bid must deliver what our buyers (Contracting Authorities) need, at the best possible price you can give.

When completing your bid you must:

- read through the entire ITT pack specifically Framework Schedule 1 (Specification) carefully, and read more than once
- read each question, the response guidance, marking scheme and evaluation criteria
- read the contract terms
- if you are unsure, ask questions before the clarification questions deadline See paragraph 5 'Timelines for the competition' and paragraph 6 'When and how to ask questions' in Attachment 1 - About the framework document
- allow plenty of time to complete your responses; it always takes longer than you think to submit
- your prices should be in line with the service level you offer, in response to the award quality questions.

7. Award criteria

The Award Stage consists of a quality evaluation (see paragraph 9 of this document) and a price evaluation (see paragraph 10 of this document).

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

The weighting for the quality evaluation, social value evaluation and price evaluation in each lot is as follows:

Lot	Quality	Social Value	Price	Total
Lot 1	30	10	60	100
Lot 2	60	10	30	100
Lot 3	45	10	45	100
Lot 4	65	10	25	100

8. Award process

8.1 What YOU need to do

- answer the quality questions in section A (mandatory question), section B (social value) and sections C, D, E, F and G (for the lot(s) which you are bidding) of the quality questionnaire in the technical envelope in the eSourcing tool
- complete the price matrix attachment 3, for the lot(s) for which you are bidding
- upload your completed price matrix into the eSourcing tool in the commercial envelope to the relevant question PQ1, PQ2, PQ3 and PQ4.

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

1.	Compliance Check First, we will do a check to make sure that you completed the bid in line with our instructions.
2.	Quality Evaluation We will give your responses to our evaluation panel. Each evaluator will independently assess your responses to the quality questions using the response guidance and the evaluation criteria. Each evaluator will give a mark and a reason for their mark for each question they are assessing. Each evaluator will enter their marks and reasons into the eSourcing tool.
3.	Consensus Once the evaluators have independently assessed your answers to the questions we will arrange for the evaluators to meet and we will aid 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.	Technical Quality Threshold <u>Lot 1</u> For question 2.1 and 2.7 (mandatory question) if you have received a fail we will reject your bid and you will be excluded from the competition for Lot 1. For question 2.7.1 (innovation and added value) if you fail to provide a response to the question, you will be deemed non-compliant and your bid will be excluded from the competition for Lot 1. If you received a score of zero for any of the quality questions in Lot 1 (questions 2.11 - 2.14), we will reject your bid and you will be excluded from the competition for Lot 1. If you fail to achieve or exceed the minimum quality threshold - “Quality Score” of 19.24 in Lot 1, we will reject your bid and you will be excluded from the competition for Lot 1. <u>Lot 2</u> For question 2.1 and 2.7 (mandatory question) if you have received a fail we will reject your bid and you will be excluded from the competition for Lot 2.

	For question 2.4 (pricing structures) if you fail to provide a response to the question, you will be deemed non-compliant and your bid will be excluded from the competition for Lot 2. For question 2.7.1 (innovation and added value) if you fail to provide a response to the question, you will be deemed non-compliant and your bid will be excluded from the competition for Lot 2. If you received a score of zero for any of the quality questions in Lot 2 (questions 2.11, 2.12, 2.15 and 2.16), we will reject your bid and you will be excluded from the competition for Lot 2. If you fail to achieve or exceed the minimum quality threshold - “Quality Score” of 39.56 in Lot 2, we will reject your bid and you will be excluded from the competition for Lot 2. <u>Lot 3</u> For question 2.1 (mandatory question) if you have received a fail we will reject your bid and you will be excluded from the competition for Lot 3. For question 2.5 (pricing structures) if you fail to provide a response to the question, you will be deemed non-compliant and your bid will be excluded from the competition for Lot 3. If you received a score of zero for any of the quality questions in Lot 3 (questions 2.17 - 2.20), we will reject your bid and you will be excluded from the competition for Lot 3. If you fail to achieve or exceed the minimum quality threshold - “Quality Score” of 28.38 in Lot 3, we will reject your bid and you will be excluded from the competition for Lot 3. <u>Lot 4</u> For question 2.2 (mandatory question) if you have received a fail we will reject your bid and you will be excluded from the competition for Lot 4. For question 2.3 (confirmation of service lines) if you fail to provide a response to the question, you will be deemed non-compliant and your bid will be excluded from the competition for Lot 4. For question 2.6 (pricing structures) if you fail to provide a response to the question, you will be deemed non-compliant and your bid will be excluded from the competition for Lot 4. If you received a score of zero for any of the quality questions in Lot 4 (questions 2.21 - 2.24), we will reject your bid and you will be excluded from the competition for Lot 4. If you fail to achieve or exceed the minimum quality threshold - “Quality Score” of 43.99 in Lot 4, we will reject your bid and you will be excluded from the competition for Lot 4.
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	Refer to table C, D, E, F and G at paragraph 9 for an example of how your quality score for each lot will be calculated.
5.	Social Value Evaluation We will give your social value responses to our social value evaluation panel, who are different evaluators from those who assessed your quality responses and from those who will assess your pricing responses. Each evaluator will independently assess your responses to the social value questions using the response guidance and the evaluation criteria. Each evaluator will give a mark and a reason for their mark for each question they are assessing. Each evaluator will enter their marks and reasons into the eSourcing tool.
6.	Social Value Consensus 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 social value mark for each Lot you have bid for.
7.	Social Value Threshold <u>Lot 1</u> Lot 1 Bidders who are awarded a mark of 0 or 25 for any of the questions 2.8, 2.9, 2.10 will be deemed as having failed in this procurement and their bid will be excluded from further participation in the competition. <u>Lot 2</u> Lot 2 Bidders who are awarded a mark of 0 or 25 for any of the questions 2.8, 2.9, 2.10 will be deemed as having failed in this procurement and their bid will be excluded from further participation in the competition. <u>Lot 3</u> Lot 3 Bidders who are awarded a mark of 0 or 25 for any of the questions 2.8, 2.9, 2.10 will be deemed as having failed in this procurement and their bid will be excluded from further participation in the competition.

	<u>Lot 4</u> Lot 4 Bidders who are awarded a mark of 0 or 25 for any of the questions 2.8, 2.9, 2.10 will be deemed as having failed in this procurement and their bid will be excluded from further participation in the competition. Refer to table B at paragraph 9 for an example of how your social value score for each lot will be calculated.
8.	Evaluate Pricing We will then give your pricing to the price evaluation panel, who are different evaluators from those who assessed your quality responses. They will calculate your price score in accordance with the process and evaluation criteria set out below in section 10 - Price evaluation.
9.	Final Score For each Lot your quality score, social value score and price score will be added together to create your final score, as illustrated in paragraph 11 Final decision to award. For Lot 1, the 5 highest scoring bidders will be successful. For Lot 2, the 10 highest scoring bidders will be successful. For Lot 3, the 3 highest scoring bidders will be successful. For Lot 4, the final score that you need to achieve is 52.00 in order to be successful. If your final score is below 52.00 your bid for Lot 4 will be rejected and you will not be offered a framework contract.
10.	Award Awards will be made to the successful bidders following the standstill period, subject to contract.

9. Quality and Social Value evaluation

Section A question 2.1 for Lots 1, 2 and 3, question 2.7 for Lots 1 and 2 and 2.2 for Lot 4 are mandatory questions and will be evaluated as PASS / FAIL. If you answer no to these questions, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded and why.

Question 2.3 and 2.6 for Lot 4, question 2.4 for Lot 2, question 2.5 for Lot 3 and question 2.7.1 for Lots 1 and 2 are for information only and will not be evaluated. However, failure to provide a response to these questions will result in your bid being deemed non-compliant and you will be excluded from further participation in the Lot 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.

Each of the social value questions in section B, and the quality questions in sections C, D, E, F and section G 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 social value and quality scores.

Please see tables B, C, D, E, F and G below for an example of how your quality score will be calculated.

Table A – Service Requirements (Mandatory Questions)

Section A – Service Requirements, Confirmation of Service lines, Pricing Structures and Innovation and Added Value (Mandatory Questions)		
Question		Marking scheme
2.1	Lots 1, 2 & 3 Compliance with Core Service Requirements Framework Schedule 1: Specification.	Pass / Fail
2.2	Lot 4 Compliance with Core Service Requirements Framework Schedule 1: Specification.	Pass / Fail
2.3	Confirmation of Service lines - Applicable to Lot 4	Information only - Not evaluated
2.4	Pricing Structures - Applicable to Lot 2	Information only - Not evaluated
2.5	Pricing Structures - Applicable to Lot 3	Information only - Not evaluated
2.6	Pricing Structures - Applicable to Lot 4	Information only - Not evaluated
2.7	Services Description - Applicable to Lot 1 and Lot 2	Pass / Fail
2.7.1	Innovation and Added Value - Applicable to Lot 1 and Lot 2	Information only - Not evaluated

Table B - Social Value (Applicable to all Lots)

Section B: Social Value Specific Questions (applicable to all Lots)			
Question		Scoring Mechanism	Lot Question Weighting
2.8	Fighting Climate Change	100/75/50/25/0	4%
2.9	Tackling Workforce Inequality	100/75/50/25/0	3%
2.10	Supply Chain Resilience and Capacity	100/75/50/25/0	3%
Total Quality Weighting for All Lots Social Value			10%

Table C - Lot 1 Mobile and Voice Data Services Catalogue and Lot 2 Mobile Voice and Data Solutions (Applicable to Lots 1 and 2)

Section C: Lot 1 Mobile and Voice Data Services Catalogue <u>and</u> Lot 2 Mobile Voice and Data Solutions (Applicable to Lots 1 and 2)				
Question		Scoring Mechanism	Lot 1 Question Weighting	Lot 2 Question Weighting
2.11	Coverage	100/66/33/0	8%	16%
2.12	Customer Support Services, Integration and Tariff Options	100/75/50/25/0	8%	16%
Total Quality Weightings			16%	32%

Table D - Lot 1 Mobile and Voice Data Services Catalogue (applicable to Lot 1 only)

Section D: Lot 1 Mobile and Voice Data Services Catalogue Specific Questions (applicable to Lot 1 only)			
Question		Scoring Mechanism	Lot Question Weighting
2.13	Buyer Switching	100/75/50/25/0	8%
2.14	Services and Account Management	100/66/33/0	6%
Total Quality Weightings			14%
Total Combined with Lot 1 weightings for 2.9 & 2.10 2.11 & 2.12 (16%)			30%

Table E - Lot 2 Mobile Voice and Data Solutions (applicable to Lot 2 only)

Section E: Lot 2 Mobile Voice and Data Solutions Specific Questions (applicable to Lot 2 only)			
Question		Scoring Mechanism	Lot Question Weighting
2.15	Quality Service and Best Value	100/75/50/25/0	16%
2.16	Continuous Improvement	100/75/50/25/0	12%
Total Quality Weightings			28%
Combined with Lot 2 weightings for 2.9 & 2.10 <u>2.11 & 2.12</u> (32%)			60%

Table F - Lot 3 Telecommunications Audit and Health Check Specific Questions (applicable to Lot 3 only)

Section F: Lot 3 Telecommunications Audit and Health Check Specific Questions (applicable to Lot 3 only)			
Question		Scoring Mechanism	Lot Question Weighting
2.17	The Solution	100/75/50/25/0	15%
2.18	Resources	100/66/33/0	8%
2.19	Risk Management	100/66/33/0	10%
2.20	Information Security	100/75/50/25/0	12%
Total Quality Weighting for Lot 3 Telecommunications Audit and Health Check			45%

Table G - Lot 4 Professional Services Specific Questions (applicable to Lot 4 only)

Section G: Lot 4 Professional Services Specific Questions (applicable to Lot 4 only)			
Question		Scoring Mechanism	Lot Question Weighting
2.21	Understanding the requirement	100/75/50/25/0	20%
2.22	Skilled resources	100/75/50/25/0	17%
2.23	Assignment Management	100/66/33/0	14%
2.24	Knowledge Management	100/75/50/25/0	14%
Total Quality Weighting for Lot 4 Professional Services			65%

MANDATORY REQUIREMENTS

Section A – Mandatory service requirements	
2.1 Compliance with Framework Schedule 1 (Specification) Lots 1, 2 & 3	
We require you to confirm that you have the capability to deliver all of the Services (with the exception of those classed as Optional Services) for the Lot(s) you are bidding for. If you are awarded a Framework Contract, will you unreservedly deliver the Service requirements as set out in Framework Schedule 1 (Specification) for the Lot(s) you are bidding for? Please answer 'Yes' or 'No' or N/A if you are not bidding for Lots 1, 2 or 3 Yes - You will unreservedly deliver in full all the service requirements as set out in Framework Schedule 1 (Specification) for the Lot(s) you are bidding for, with the exception of those highlighted as 'non-mandatory' No - You will not, or cannot, deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification) for the Lot(s) you are bidding for. N/A - You are not bidding for Lots 1, 2 or 3	
2.1 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, NO or N/A from the drop down list. Providing a 'Yes' response means you will unreservedly deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification). 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 as set out in Framework Schedule 1 (Specification) you will be excluded from further participation in this competition for Lots 1, 2 and 3.	
Marking scheme	Evaluation guidance
Pass	You have selected option 'Yes' confirming that you will unreservedly deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification). Or You have selected N/A confirming that you are not bidding for Lots 1, 2 or 3.

Fail	You have selected 'No' confirming that you will not, or cannot, deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification).

Section A – Mandatory service requirements

2.2 Compliance with Framework Schedule 1 (Specification) Lot 4

We require you to confirm that you have the capability to deliver all of the requirements for the service lines for which you are bidding in Lot 4 (if you are bidding for Lot 4).

If you are awarded a Framework Contract, will you unreservedly deliver the Service requirements as set out in Framework Schedule 1 (Specification) for the service lines you are bidding for?

Please answer 'Yes' or 'No' or N/A if you are not bidding for Lot 4

Yes - You will unreservedly deliver in full all the service requirements as set out in Framework Schedule 1 (Specification) for the service lines you are bidding for, with the exception of those highlighted as 'non-mandatory'

No - You will not, or cannot, deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification) for the service lines you are bidding for.

N/A - You are not bidding for Lot 4.

2.2 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, NO or N/A from the drop down list.

Providing a 'Yes' response means you will unreservedly deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification).

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 as set out in Framework Schedule 1 (Specification) 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 as set out in Framework Schedule 1 (Specification). Or You have selected N/A confirming that you are not bidding for Lot 4
Fail	You have selected 'No' confirming that you will not, or cannot, deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification).

Section A - Mandatory - Confirmation of Service Lines (Lot 4 only)

2.3 Requirement:

We require you to tell us which service lines you will deliver if bidding for Lot 4. Please ensure that this matches your response in the Selection Questionnaire Part 11 Certificate of Technical and Professional Ability (COTPA). You must be able to offer, as a minimum, the two Service Lines of System and service integration and Business Case and/or Specification Development and/or Proof of Concept.

2.3 Response guidance

If you are bidding for Lot 4 you must answer this question.

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

Please tell us which Service lines you will deliver from the following:

- System and service integration
- Business Case and/or Specification Development and/or Proof of Concept
- Security solutions for Mobile
- Transition support services
- Customer Mobile Application Development
- Strategy Related Advice and Policy Impact Assessments
- Technical Assurance

This section is for information only and will not be evaluated. However, failure to provide a response to this question may result in your bid being deemed non-compliant and you will be excluded from further participation in Lot 4.

If you are not bidding for Lot 4 please select N/A.

You are required to insert your response to this question in the technical envelope in box

Section A - Pricing Structures - Lot 2

2.4 Requirement:

We require a proactive and committed approach to cost reductions and innovative pricing mechanisms, which will provide Buyers with choice and flexibility. We require the Potential Provider to describe the additional pricing models and discount structures that the Potential Provider will offer to provide Buyers with best value for money.

2.4 Response guidance

If you are bidding for Lot 2 you must answer this question.

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

Your response must clearly describe the additional pricing and discount structures that the Potential Provider will offer to provide the Buyers with best value for money

Your response must:

- a. describe the pricing models, discount structures and or methodologies that your organisation will offer Buyers
- b. describe which models, structures and or methodologies you would propose in what circumstances. Explain the benefits (to you and Buyers) of these different models, structures and or methodologies
- c. describe how you could deliver increased value to Buyers from the use of alternative pricing models, discount structures and or methodologies

As set out in paragraph 3.7.5 of Framework Schedule 1, Specification, please note that you will still be required to be capable of;

- i) demonstrating that the agreed call-off contract prices do not exceed the Framework Agreement maximum tendered charges
- ii) providing an audit trail from the agreed call-off contract prices to the Framework Agreement maximum tendered charges and the cost component breakdown.
- iii) converting the agreed call off contract prices into a suitable format to meet CCS's Management Information requirements

This section is for information only and will not be evaluated. However, failure to provide a compliant response to this question may result in your bid being deemed non-compliant and you will be excluded from further participation in this Lot.

For the avoidance of doubt if you have not clearly described all three component parts of this question you may not be considered to be compliant.

If you are not bidding for Lot 2 please select N/A.

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 – 12,000 characters including spaces and punctuation.

You must not exceed the character count within the eSourcing tool. 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 2.4.1, 2.4.2, 2.4.3, 2.4.4, 2.4.5 and 2.4.6. Each box has a character count of 2,000 characters.

Section A - Pricing Structures - Lot 3

2.5 Requirement:

We require a proactive and committed approach to cost reductions and innovative pricing mechanisms, which will provide Buyers with choice and flexibility. We require the Potential Provider to describe the additional pricing models and discount structures that the Potential Provider will offer to provide Buyers with best value for money.

2.5 Response guidance

If you are bidding for Lot 3 you must answer this question.

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

Your response must clearly describe the additional pricing and discount structures that the Potential Provider will offer to provide the Buyers with best value for money

Your response must:

- a. describe the pricing models, discount structures and or methodologies that your organisation will offer Buyers.
- b. describe which models, structures and or methodologies you would propose in what circumstances. Explain the benefits (to you and Buyers) of these different models, structures and or methodologies
- c. describe how you could deliver increased value to Buyers from the use of alternative pricing models, discount structures and or methodologies

As set out in paragraph 3.7.5 of Framework Schedule 1, Specification, please note that you will still be required to be capable of;

- i) demonstrating that the agreed call-off contract prices do not exceed the Framework Agreement maximum tendered charges
- ii) providing an audit trail from the agreed call-off contract prices to the Framework Agreement maximum tendered charges and the cost component breakdown
- iii) converting the agreed call off contract prices into a suitable format to meet CCS's Management Information requirements

This section is for information only and will not be evaluated. However, failure to provide a compliant response to this question may result in your bid being deemed non-compliant and you will be excluded from further participation in this Lot. For the avoidance of doubt if you have not clearly described all three component parts of this question you may not be considered to be compliant.

If you are not bidding for Lot 3 please select N/A.

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 – 12,000 characters including spaces and punctuation.

You must not exceed the character count within the eSourcing tool. 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 2.5.1, 2.5.2, 2.5.3, 2.5.4, 2.5.5 and 2.5.6. Each box has a character count of 2,000 characters.

Section A - Pricing Structures - Lot 4

2.6 Requirement:

We require a proactive and committed approach to cost reductions and innovative pricing mechanisms, which will provide Buyers with choice and flexibility. We require the Potential Provider to describe the additional pricing models and discount structures that the Potential Provider will offer to provide Buyers with best value for money.

2.6 Response guidance

If you are bidding for Lot 4 you must answer this question.

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

Your response must clearly describe the additional pricing and discount structures that the Potential Provider will offer to provide the Buyers with best value for money

Your response must:

- a. describe the pricing models, discount structures and or methodologies that your organisation will offer Buyers
- b. describe which models, structures and or methodologies you would propose in what circumstances. Explain the benefits (to you and Buyers) of these different models, structures and or methodologies
- c. describe how you could deliver increased value to Buyers from the use of alternative pricing models, discount structures and or methodologies

As set out in paragraph 3.7.5 of Framework Schedule 1, Specification, please note that you will still be required to be capable of;

- i) demonstrating that the agreed call-off contract prices do not exceed the Framework Agreement maximum tendered charges
- ii) providing an audit trail from the agreed call-off contract prices to the Framework Agreement maximum tendered charges and the cost component breakdown
- iii) converting the agreed call off contract prices into a suitable format to meet CCS's Management Information requirements

This section is for information only and will not be evaluated. However, failure to provide a compliant response to this question may result in your bid being deemed non-compliant and you will be excluded from further participation in this Lot.

For the avoidance of doubt if you have not clearly described all three component parts of this question you may not be considered to be compliant.

If you are not bidding for Lot 4 please select N/A.

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 – 12,000 characters including spaces and punctuation.

You must not exceed the character count within the eSourcing tool. 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 2.6.1, 2.6.2, 2.6.3, 2.6.4, 2.6.5 and 2.6.6. Each box has a character count of 2,000 characters.

Section A – Services Description (Lot 1 and Lot 2)

2.7 Requirement:

You are required to attach your Service Description to this question, for, Lot 1 and/or Lot 2 (depending upon which Lots you are bidding for). Each Service Description should detail the “Services” you intend to deliver within the scope of the Lot(s), detailed in Framework Schedule 1 (paragraph 4), including Coverage, Mobile Communications Services, Device Services Catalogue, Buyer Support Services, Service Management Services, Monitoring and Reporting, Security and, where relevant, Optional Services.

2.7 Response guidance

If you are bidding for Lot 1 and/or Lot 2 you must answer this question.

You must attach your response(s) to this question in the eSourcing tool.

You are required to submit one attachment per Lot (that you are bidding for) in response to this question; this is to be labelled as: [supplier name] Services 2.7 Lot [Lot number].

Your response must include the “Services” in their entirety and, where relevant, the Optional Services for the Lot you intend to deliver.

Your response must:

- a. comply with the scope of the Lot, as detailed in Framework Schedule 1 (paragraph 4) ; and
- b. include a description of the “Services” as detailed in Framework Schedule 1 (paragraph 4) you intend to deliver within the scope of the Lot(s).

However, failure to provide a compliant response to this question may result in your bid being deemed non-compliant and you will be excluded from further participation in this Lot(s).

If you are awarded a Framework Contract, your Service Description will be inserted into Annex A for Lot 1 (if applicable) or Annex B for Lot 2 (if applicable) of Framework Schedule 1.

If you have not provided a Service Description for a Lot that complies with the above, your bid may be excluded from further participation in this competition in respect of that Lot.

The Service Description must only contain a description of the Services (i.e. Services that are within the scope of the Lot(s) you are bidding for). For the avoidance of doubt, if you provide a Service Description that falls outside of the scope of the Lot(s) you are bidding for in your response, your bid may be excluded from further participation in this competition in respect of that Lot(s) due to non-compliance.

Please attend to layout, spelling, punctuation and grammar. The Service Description must not be written in anything approaching a “sales” style nor should it contain language expressing “aspirations”. The Services Description must make clear and unambiguous statements about how the requirement will be met. We reserve the right not to publish the Service Description in part or in whole in Annex A or Annex B of Framework Schedule 1.

Please ensure therefore that all text is capable of acceptance and conforms to normal legal practices; for example, the description of 'Service Management' must not state that it is “designed (intended, planned, envisaged etc) to maintain a quality service”, but that the solution “shall maintain a quality service”.

Please ensure that any diagrams or tables included in your response are relevant and bespoke to the Service Description. Diagrams are permitted only where they are used to further enhance the reader's understanding of the text submitted in response to the Services Description. Images and photographs are not permitted. No sales or marketing material should be included in your response.

Your attachment(s) submitted in response to this question 2.7, is subject to a maximum character limit of 20,000 characters, excluding diagrams and tables. Responses must include spaces between words within the maximum character limit of 20,000.

If you are not bidding for Lot 1 or Lot 2 please select N/A.

You are required to upload your attachment. in either PDF or Word format, in the eSourcing tool to this question in the technical envelope in box 2.7.1.

Marking scheme	Evaluation guidance
Pass	You have attached your Service Description(s) to this question 2.7 for either Lot 1 and/or Lot 2.

	AND Your Service Description complies with the scope of Lot(s) 1 and/or 2, detailed in Framework Schedule 1 (paragraph 4), including a description of Coverage, Mobile Communications Services, Device Services Catalogue, Buyer Support Services, Service Management Services, Monitoring and Reporting, Security and, where relevant, Optional Services.
Fail	You have not attached your Service Description to this question 2.7 for either Lot 1 and/or Lot 2. or Your Service Description does not comply with the scope of Lot(s) 1 and/or 2, detailed in Framework Schedule 1 (paragraph 4), including a description of Coverage, Mobile Communications Services, Device Services Catalogue, Buyer Support Services, Service Management Services, Monitoring and Reporting, Security and, where relevant, Optional Services. For the avoidance of doubt, if you fail to upload your Service Description for one Lot but you successfully upload for the other, you Fail on the Lot that you haven't uploaded but you would Pass on the one that you did upload assuming that it was correct as detailed above.

Section A - Innovation and Added Value (Lot 1 and Lot 2)

2.7.1 Requirement

Describe how you will adopt a proactive transformative approach to drive innovation in the design, delivery and implementation of the services across the public sector and the added value additional services you will provide to the Authority and Buyers for which no specific charge will be made.

2.7.1 Response Guidance

**If you are bidding for Lot 1 or Lot 2 you must answer this question.
You must insert your response into the text fields in the eSourcing tool.**

In order to satisfy the requirement, your response must clearly describe:

- a. Your plan to drive innovation to transform the design, delivery and implementation of the services for the benefit of public sector Buyers and end users under this agreement
- b. List and provide a brief description of each of the added value additional services type that will be made available to the Authority and Buyers at no charge in accordance with paragraph 4.1.3 of Framework Schedule 1 (Specification)
- c. Explain your proposed methodology for estimating the associated cost savings achieved through the added value additional services listed at (b) and how they will be reported to both the Authority and Buyers.

This section is for information only and will not be evaluated. However, failure to provide a compliant response to this question may result in your bid being deemed non-compliant and you will be excluded from further participation in Lot 1 and Lot 2. For the avoidance of doubt if you have not clearly described all three component parts of this question you may not be considered to be compliant.

If you are not bidding for Lot 1 or Lot 2 please select N/A.

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 component part you are responding to.**

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

You must not exceed the character count within the eSourcing tool. 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 2.7.2, 2.7.3 and 2.7.4. Each box has a character count of 2,000 characters.

Section B - Social Value questions

Section B – Social Value (Applicable to all Lots)

2.8 Requirement: Fighting Climate Change

Buyers procuring services via this Framework Contract expect Suppliers to have credible plans for delivering and evidencing tangible sustainability benefits. Consequently, CCS requires you to set out how you will deliver tangible sustainability benefits to help combat climate change.

Please refer to paragraphs 3.15.1 to 3.15.11 'Mandatory Service Requirements - Social Value' of the Framework Schedule 1 - Specification to better understand our environmental and social value priorities for this Framework Contract.

2.8 Response guidance

If you are bidding for any Lot you must answer this question.

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

In order to satisfy the requirement, and the question associated with the requirement, your response must clearly describe in detail:

- a. how your corporate policies and/or internal operating procedures deliver environmental sustainability and protection in the provision of the Deliverables
- b. how you will establish credible targets for delivering energy efficiency over the duration of the Framework Contract and how your governance structure will provide effective oversight to ensure the targets are delivered
- c. the activities you lead or contribute to which enable a collaborative way of working with relevant stakeholders (e.g. industry or professional bodies, research bodies, your supply chain, staff, suppliers, communities, charities, local interest groups) that is relevant to environmental sustainability
- d. your process for measuring and monitoring performance against your environmental sustainability and for transparently sharing that information with CCS and Buyers on an annual basis

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

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

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

You must not exceed the character count within the eSourcing Tool. 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 2.8.1, 2.8.2, 2.8.3 and 2.8.4. 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. <u>Please note that if you are awarded a score of 25 for this question you will be excluded from the competition for all Lots</u>
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. <u>Please note that if you are awarded a score of 0 for this question you will be excluded from the competition for all Lots</u>

Section B – Social Value (Applicable to all Lots)

2.9 Requirement: Tackling Workforce Inequality

Describe your organisation's contributions to identifying and tackling workforce inequality. This will include inequality in employment, skills and pay in the contract workforce.

Please refer to paragraphs 3.15.1 to 3.15.11 'Mandatory Service Requirements - Social Value' of the Framework Schedule 1 - Specification to better understand our modern slavery and social value priorities for this Framework Contract.

2.9 Response guidance

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

In order to satisfy the requirement, and the question associated with the requirement, your response must clearly describe in detail:

- how your corporate policies and/or internal operating procedures seek to establish a diverse and representative workforce, and how you will identify and tackle workforce inequality
- how you will engage with your workforce to identify and tackle inequality in employment, skills and pay in the workforce, including how you will collect and use data or employee feedback to drive opportunities for greater inclusivity and diversity
- the activities you undertake including with any industry, education, charities or professional bodies to identify and improve employability and skills in the provision of

the Deliverables, including in the supply chain and how risks are communicated through your governance structure

- d. your process for measuring and monitoring performance against your workforce inequality targets and for transparently sharing that information with CCS and Buyers on an annual basis

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

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

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

You must not exceed the character count within the eSourcing Tool. 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 2.9.1, 2.9.2, 2.9.3 and 2.9.4. 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. <u>Please note that if you are awarded a score of 25 for this question you will be excluded from the competition for all Lots</u>
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. <u>Please note that if you are awarded a score of 0 for this question you will be excluded from the competition for all Lots</u>

Section B – Social Value (Applicable to all Lots)

2.10 Requirement: Supply Chain Resilience and Capacity

Describe your organisation's contributions to ensuring supply chain resilience and capacity, as well as identifying and managing the risks of modern slavery in the delivery of the contract, including in the supply chain.

Please refer to paragraphs 3.15.1 to 3.15.11 'Mandatory Service Requirements - Social Value' of the Framework Schedule 1 - Specification to better understand our modern slavery and social value priorities for this Framework Contract.

2.10 Response guidance

If you are bidding for any Lot you must answer this question.

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

In order to satisfy the requirement, and the question associated with the requirement, your response must clearly describe in detail:

- a. how your corporate policies and/or internal operating procedures seek to establish a diverse supply chain to deliver the Deliverables, including new businesses and entrepreneurs, start ups, SMEs, VCSEs and mutuals
- b. what activities you enact to influence staff, suppliers, buyers and communities through the delivery of the contract to support resilience and capacity in the supply chain
- c. how you support the development of scalable and future-proofed new methods to modernise delivery and increase productivity
- d. the activities you undertake including with any industry or professional bodies to identify manage and mitigate the risks of modern slavery in the provision of the Deliverables, including in the supply chain and how risks are communicated through your governance structure

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

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

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

You must not exceed the character count within the eSourcing Tool. 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 2.10.1, 2.10.2, 2.10.3 and 2.10.4. 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. <u>Please note that if you are awarded a score of 25 for this question you will be excluded from the competition for all Lots</u>
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. <u>Please note that if you are awarded a score of 0 for this question you will be excluded from the competition for all Lots</u>

Section C - Lot 1 and Lot 2 Specific Questions

Section C – Coverage - (Applicable to Lots 1 and 2)

2.11 Requirement:

Demonstrate in detail how you will deliver the Service requirements that are described in paragraphs 4.7.1 and 4.7.2 of the Coverage section and paragraph 4.8.10.2.3 of the Mobile Communications Section of Framework Schedule 1 (Specification).

2.11 Response guidance

All Lot 1 and Lot 2 bidders must answer this question.

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

In order to satisfy the requirement, your response must clearly describe in detail:

- a. the measures you will take to monitor and maintain coverage provided at the outset of the contract to the Buyer throughout the term of their Call Off Contract in accordance with paragraph 4.7.1 of Framework Schedule 1 (Specification)
- b. how you will provide a 3rd Party Access solution giving access to another MNO's network (including on non-cellular networks) in accordance with paragraph 4.8.10.2.3 of Framework Schedule 1 (Specification) in the instance where Coverage is deemed to be inadequate for the provision of the Mobile Communications Service
- c. how you will communicate plans for future coverage enhancements, to the Buyer, where no or limited Coverage exists, in accordance with paragraph 4.7.2 of Framework Schedule 1 (Specification)

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

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

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

You must not exceed the character count within the eSourcing tool. 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 2.11.1, 2.11.2 and 2.11.3. 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. <u>Please note that if you are awarded a score of 0 for this question you will be excluded from the competition for Lot 1 and Lot 2</u>

Section C – Customer Support Services, Integration and Tariff Options (Applicable to Lots 1 and 2)

2.12 Requirement:

Demonstrate in detail how you will deliver the Service requirements that are described in the Service Management Services section and of the Customer Support Services section of the Framework Schedule 1 (Specification).

2.12 Response guidance

All Lot 1 and Lot 2 bidders must answer this question.

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

In order to satisfy the requirement, your response must clearly describe in detail:

- a. how you will enable integration with a Buyer's existing Service Management Service system, where required by the Buyer, in accordance with paragraph 4.12.2.1 of Framework Schedule 1 (Specification)
- b. how you will facilitate Buyer's moving between different tariff bands to achieve increased efficiency. Your response must include details of:
 - the timing of the moves between tariff bands including any restrictions on the timing of the moves between tariff bands;
 - how you will ensure billing and reporting remains accurate and up to date at all times
- c. how you will identify network congestion issues and when you will implement additional capability to minimise disruption to the Buyer's end users
- d. how Buyer's will be informed of major network and/or Buyer / end user impacting incidents including planned maintenance.

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

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

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

You must not exceed the character count within the eSourcing tool. 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 2.12.1, 2.12.2, 2.12.3 and 2.12.4. 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. <u>Please note that if you are awarded a score of 0 for this question you will be excluded from the competition for Lot 1 and Lot 2</u>

Section D - Lot 1 Specific Questions

Section D – Lot 1 - Buyer Switching
2.13 Requirement: Demonstrate how you will enable the transitioning to and from your Service as described in the Mobile Communications Service section, the Set Up Services section, the Customer Support Services section and the Device Services Catalogue section of Framework Schedule 1 (Specification).
2.13 Response guidance All Lot 1 bidders must answer this question. You must insert your response into the text fields in the eSourcing tool. In order to satisfy the requirement, your response must clearly describe in detail: how you will support Buyer's (of various sizes and complexity) to successfully transition to your Service from a donor service. Your solution should assume that the Buyer is "porting" from another licensed operator

- b. the process to move one or more user Subscriptions from their incumbent Buyer to another Buyer without the need for a SIM swap
- c. how you will provide the ability for Buyer's to switch to a replacement Supplier without the need for a physical SIM swap and the process to facilitate the least disruptive user journey for users and connected devices
- d. how both leased and DaaS devices can be "ported" to a Replacement Supplier following the end of a Buyer's Call off agreement (where you act as an agent for a sub-contractor / 3rd party supplier providing the leasing and DaaS option)
- e. Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information.

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

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

You must not exceed the character count within the eSourcing tool. 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 2.13.1, 2.13.2, 2.13.3 and 2.13.4. 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. <u>Please note that if you are awarded a score of 0 for this question you will be excluded from the competition for Lot 1</u>

Section D – Lot 1 - Services and Account Management

2.14 Requirement:

Demonstrate how you will deliver the Service Management Services, Customer Services and Account Management requirements that are described in paragraphs 4.10.3.3 and 4.10.4.1 of the Customer Support Services section and paragraphs 4.11.3 to 4.11.4 of the Service Management section of Framework Schedule 1 (Specification).

2.14 Response guidance

All Lot 1 bidders must answer this question.

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

In order to satisfy the requirement, your response must clearly describe:

- a. how you will deliver your Service Management Services to ensure that you meet the performance levels required by the Framework Schedule 1 (Specification) paragraph 4.12
- b. how you will ensure that Customer Services staff are deployed in sufficient numbers and have the skills, experience, systems and processes to enable handling queries effectively and efficiently with the aim of first call resolution
- c. how you will provide the necessary Account Management capability to ensure that the Services meet the requirements under this agreement and meet the necessary required performance measures for Buyer's

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

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

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

You must not exceed the character count within the eSourcing tool. 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 2.14.1, 2.14.2 and 2.14.3. 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. <u>Please note that if you are awarded a score of 0 for this question you will be excluded from the competition for Lot 1</u>

Section E - Lot 2 Specific Questions

Section E – Lot 2 - Quality Service and Best Value
2.15 Requirement: Demonstrate how you will ensure a quality service through service level management and delivering best value, throughout the Buyer's call off contract duration, to ensure customer satisfaction
2.15 Response guidance All Lot 2 bidders must answer this question. You must insert your response into the text fields in the eSourcing tool. In order to satisfy the requirement, your response must clearly describe in detail: - the process that would be in place monitoring service levels including where service levels are not met and how you will address the root cause of any failure to meet specified service levels so as to prevent reoccurrence of the problem - how you will provide evidence to the Buyer and the Authority that the services you provide are delivering best value for money in terms of quality solutions, performance, service delivery and level of risk at best price - how you will support the Buyer in identifying the best value device / service option to meet specific end user needs throughout the term of the call off contract including facilitating the transition of current connection contracts, where appropriate, to the best value tariff available to the Buyer

- d. how you will ensure customer satisfaction for the services delivered including how results will be collated, analysed, and acted upon during the duration of this Framework Agreement

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

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

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

You must not exceed the character count within the eSourcing tool. 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 2.15.1, 2.15.2, 2.15.3 and 2.15.4. 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. <u>Please note that if you are awarded a score of 0 for this question you will be excluded from the competition for Lot 2</u>

Section E – Lot 2 - Continuous Improvement

2.16 Requirement:

Demonstrate how you will make continuous improvement an integral part of the operation and delivery of the services, throughout the Buyers Call off Contract term.

2.16 Response guidance

All Lot 2 bidders must answer this question.

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

In order to satisfy the requirement, your response must clearly describe in detail:

- how you will capture lessons learnt, identify improvement opportunities, create innovative and better ways of working throughout the call off contract term, to drive continuous improvement for the benefit of Buyers and end users
- how you will proactively engage with Buyers and the Authority to act upon lessons learnt and agree improvement opportunities identified throughout the call off contract term
- how you will shape the services around Buyers and ensure that End User value and behaviour both informs and influences continuous improvement priorities throughout the call off contract term
- how you will monitor the impact of improvement activities from a business and Buyer perspective and report the benefits back to the Authority

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

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

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

You must not exceed the character count within the eSourcing tool. 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 2.16.1, 2.16.2, 2.16.3 and 2.16.4. 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. <u>Please note that if you are awarded a score of 0 for this question you will be excluded from the competition for Lot 2</u>

Section F - Lot 3 Specific Questions

Section F – Lot 3 - The Solution
2.17 Requirement: CCS requires you to clearly detail how you will deliver the Service requirements that are described in Section 7 - Telecommunications Audit and Health Check, of the Framework Agreement, Schedule 1 (Specification). It must be clear how your solution works and how you may need to expand on your current processes to meet our needs. You must explain in detail how you will be ready with your solution from the commencement of the Framework Agreement.
2.17 Response guidance All Lot 3 bidders must answer this question. You must insert your response into the text fields in the eSourcing tool. In order to satisfy the requirement, your response must cover in detail the primary service as described in paragraph 7.4 and 7.5.1 of Framework Schedule 1 (Specification) as well as: • Contact Services described in paragraph 7.4.2 • Historical Billing Audit, described in paragraph 7.4.3 • and Physical Audit described in paragraph 7.4.4 of Framework Schedule 1 (Specification). Your response must clearly describe in detail:

- a. how you will collate, interrogate and analyse buyer data in order to present the Bronze, Silver and Gold reports in an accessible, usable and readable format
- b. how you will deliver the Contact Services in accordance with paragraph 7.4.2 of Framework Schedule 1 (Specification)
- c. how you will deliver the Historical Billing Audit in accordance with paragraph 7.4.3 of Framework Schedule 1 (Specification)
- d. how you will deliver the Physical Audit in accordance with paragraph 7.4.4 of Framework Schedule 1 (Specification)

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

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

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

You must not exceed the character count within the eSourcing tool. 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 2.17.1, 2.17.2, 2.17.3 and 2.17.4. 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. <u>Please note that if you are awarded a score of 0 for this question you will be excluded from the competition for Lot 3</u>

Section F – Lot 3 - Resources

2.18 Requirement:

Demonstrate how you will allocate and manage the appropriate resource to deliver in full each of the deliverables as set out in section 7 of Framework Schedule 1 (Specification).

2.18 Response guidance

All bidders must answer this question.

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

In order to satisfy the requirement, and the question associated with the requirement, you must: Refer to paragraph 7.9 of Framework Schedule 1 (Specification) for a description of the roles and responsibilities. This is not intended to be a complete and comprehensive list of the tasks, roles and responsibilities, but is indicative of the requirement.

- a. describe how you will ensure that all staff responsible for the Deliverables are competent in line with Good Industry Practice
- b. describe your methods for ensuring that there are adequate periods for incoming and outgoing staff to work together to transfer knowledge acquired during delivery of buyer call off contracts and hand over responsibilities to ensure that any change in staff responsible for delivering the service does not have an adverse impact on the provision of the Deliverables
- c. describe how the use of technology would be used throughout the course of a Buyer engagement to deliver greater efficiency and to provide better insights for the Buyer

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

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

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

You must not exceed the character count within the eSourcing tool. 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 2.18.1, 2.18.2 and 2.18.3. 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. <u>Please note that if you are awarded a score of 0 for this question you will be excluded from the competition for Lot 3</u>

Section F – Lot 3 - Risk Management

2.19 Requirement:

Describe your approach to Risk Management, including how you will handle buyer data in order to maintain its integrity.

2.19 Response guidance

All bidders must answer this question.

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

In order to satisfy the requirement, your response must clearly describe in detail:

- how you will access, import and store buyer data and the method for ensuring secure file transfer between the buyer and your organisation
- how you will work with the Buyer and its stakeholders (if applicable) to proactively identify, rank and manage risks and agree a risk management plan to ensure the most successful outcome for the Buyer
- the effective mitigating strategies you will have in place to safeguard service level provision and ensure that risks on sensitive projects with time sensitive milestones, which are outlined in the Buyer's call off contract are minimised

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

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

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

You must not exceed the character count within the eSourcing tool. 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 2.19.1, 2.19.2 and 2.19.3. 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 d) of the response guidance above. OR A response has not been provided to this question. <u>Please note that if you are awarded a score of 0 for this question you will be excluded from the competition for Lot 3</u>

Section F – Lot 3 - Information Security

2.20 Requirement:

Describe your approach to Information Security, including how you will prevent and handle security incidents as set out in Section 7.8 (Security Requirements) of Framework Schedule 1 (Specification).

2.20 Response guidance

All bidders must answer this question.

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

In order to satisfy the requirement, your response must clearly describe in detail:

- a. how you will ensure that fully patched web application firewalls (WAF) and protective monitoring tools are applied to all IT infrastructure used to deliver the Services as per paragraph 7.8.1 of Framework Schedule 1 (Specification)
- b. the controls you will put in place to ensure there is no cross contamination of buyer data to maintain its integrity in accordance with paragraph 7.8.4 of Framework Schedule 1 (Specification) and how you will further partition data considered especially sensitive, higher classification or caveated at a need-to-know level for those Buyers that require it as per paragraph 7.8.10 of Framework Schedule 1 (Specification)
- c. the controls you will put in place to monitor who has access to the data in accordance with paragraph 7.8.5 of Framework Schedule 1 (Specification)
- d. your process for dealing with any information security incidents and/or data breaches and for communicating these to the Buyer and the Authority as per paragraphs 7.8.13 and 7.8.14 of Framework Schedule 1 (Specification)

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

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

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

You must not exceed the character count within the eSourcing tool. 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 2.20.1, 2.20.2, 2.20.3 and 2.20.4. 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. <u>Please note that if you are awarded a score of 0 for this question you will be excluded from the competition for Lot 3</u>

Section G - Lot 4 Specific Questions

Section G – Lot 4 Understanding the requirement
2.21 Requirement: Demonstrate how you will ensure a comprehensive understanding of a Buyer's requirement related to the service provision prior to submitting a fully-costed proposal. Please reference Framework Schedule 1 (Specification) section 8 (Lot 4: Professional Services) paragraph 8.5.
2.21 Response guidance All bidders must answer this question. You must insert your response into the text fields in the eSourcing tool. In order to satisfy the requirement, your response must clearly describe in detail: - how you will carry out a rigorous initial assessment of a Buyer's statement of requirements and how you will map the Buyer's requirements to your proposed solution - how you will examine and challenge problems or unknowns in a Buyer's requirements - how you will construct a fully-resourced and transparent costed proposal for the Buyer - how you will finalise the proposal with input and approval of the approach from the Buyer Your response should be limited to, and focused on, each of the points in the response guidance above (a - 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 points in the response guidance in the order they are listed above. 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 eSourcing tool. 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 2.21.1, 2.21.2, 2.21.3 and 2.21.4. 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. <u>Please note that if you are awarded a score of 0 for this question you will be excluded from the competition for Lot 4</u>

Section G – Lot 4 Skilled Resources
2.22 Requirement: Demonstrate that you will be able to provide the required level of skilled resources to deliver the Buyers requirements. Please reference Framework Schedule 1 (Specification) section 8 (Lot 4: Professional Services).
2.22 Response guidance All bidders must answer this question. You must insert your response into the text field in the eSourcing tool. In order to satisfy the requirement, your response must clearly describe in detail: how you will ensure you have sufficient skilled resources available with the expertise to deliver consistent levels of service to the Buyers, including variations in demand, to

maintain a fully effective delivery capability

- b. how you will identify, match and deploy suitable resource(s), with the appropriate knowledge and skills, to ensure objective and independent advice on a range of individual Buyer engagements
- c. the processes in place for ensuring the grade mix of the team assigned to the Buyer will be adapted to provide the right balance in terms of quality and cost effectiveness
- d. how you will flex the allocation of resources, which you've described in response to 2.22 a-c, to take account of increasing complexity in an assignment.

Your response should be limited to, and focused on, each of the points in the response guidance above (a - 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 points in the response guidance in the order they are listed above. 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 eSourcing tool. 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 2.22.1, 2.22.2, 2.22.3 and 2.22.4. 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. <u>Please note that if you are awarded a score of 0 for this question you will be excluded from the competition for Lot 4</u>

Section G – Lot 4 Assignment Management

2.23 Requirement:

Demonstrate how you will proactively engage with Buyers, track and manage assignment performance and manage the Buyer and their team's expectations.

Please reference Framework Schedule 1 (Specification) section 8 (Lot 4: Professional Services).

2.23 Response guidance

All bidders must answer this question.

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

In order to satisfy the requirement, your response must clearly describe in detail:

- a. the processes and procedures (as required in paragraph 8.11 of Framework Schedule 1 (Specification)) that you will apply to engage with Buyers to incorporate their feedback at the following stages:
 - pre – assignments
 - during assignments
 - post – assignments
- b. the processes you will have in place to track and manage performance to ensure the Buyers required outputs and or deliverables are delivered on time and within budget, to the standards specified by the Buyer
- c. the methods you will adopt to regularly assess whether the Buyers and their teams expectations are being consistently met

Your response should be limited to, and focused on, each of the points in the response guidance above (a - 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 points in the response guidance in the order they are listed above. 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 eSourcing tool. 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 2.23.1, 2.23.2 and 2.23.3. 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 4 component parts (a to c) of the response guidance above. OR A response has not been provided to this question. <u>Please note that if you are awarded a score of 0 for this question you will be excluded from the competition for Lot 4</u>

Section G – Lot 4 Knowledge Management

2.24 Requirement:

Demonstrate your approach to knowledge transfer including how this is measured to ensure success both within your organisation and across Buyer organisations resulting in enhanced capability. Please reference Framework Schedule 1 (Specification) section 8 (Lot 4: Professional Services).

2.24 Response guidance

All bidders must answer this question.

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

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

- describe the approach you will adopt to ensure your staff deployed on assignments under this Framework are at the forefront of current thinking and practices to address public sector buyer requirements
- describe how knowledge, skills and experience gained by individual employees is disseminated, shared, redeployed and the success measured within your organisation to ensure maximum efficiency
- describe how you will ensure the knowledge capture and knowledge transfer to the buyer prior to completion of the requirement and how this would ensure enhanced Buyer capability once your engagement has concluded

- d. describe how you will measure and evaluate the success of the transfer to the Buyer of knowledge gained during an assignment

Your response should be limited to, and focused on, each of the points in the response guidance above (a - 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 points in the response guidance in the order they are listed above. 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 eSourcing tool. 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 2.24.1, 2.24.2, 2.24.3 and 2.24.4. 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. <u>Please note that if you are awarded a score of 0 for this question you will be excluded from the competition for Lot 4</u>

10. Price evaluation

This paragraph 10 contains information on the price evaluation process and how to complete the pricing matrix for each Lot you are bidding for (Attachment 3a - Lot 1 price matrix, Attachment 3b - Lot 2 price matrix, Attachment 3c - Lot 3 price matrix and Attachment 3d - Lot 4 price matrix).

How to complete your pricing matrix:

Read and understand the instructions in each 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 be :

- exclusive of VAT.
- exclusive of expenses/travel and subsistence
- in british pounds sterling,

Pricing will be based on:

- a) eight hour Working Day; and unless indicated, Professional Services are during working hours of Monday - Friday 09:00 – 17:00.
- b) day rates rounded to the nearest £10

Zero or negative bids for the lots you are bidding for will not be allowed. We will investigate where we consider your bid to be abnormally low, including where you have submitted a zero bid.

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 relevant price matrix for the Lot you are submitting a bid for.

Provide a price, where one has been requested, in the cells highlighted green.

Provide a prompt payment discount, where one has been requested, in the cells highlighted in grey.

Do not alter, amend or change the format or layout of any of the price matrices.

10.1 Price evaluation process

This is how we will evaluate your pricing:

We will check you have completed all the green cells 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 bidder with the lowest total price will be awarded the maximum mark available (the maximum mark for Lot 1 being 60; for Lot 2 being 30; for Lot 3 being 45 and for Lot 4 being 25).

Complete and upload your completed Attachment 3a - Lot 1 price matrix, Attachment 3b - Lot 2 price matrix, Attachment 3c - Lot 3 price matrix and Attachment 3d - Lot 4 price matrix, you must upload these into the eSourcing tool at question PQ1 for Lot 1, PQ2 for Lot 2, PQ3 for Lot 3 and PQ4 for Lot 4 in the commercial envelope within the eSourcing tool.

Failure to submit your correctly completed Price Matrices for each Lot you are bidding for will mean that you will be excluded from any further participation in this procurement for that Lot.

For each Lot you are bidding for, you must complete all the relevant cells in your populated Price Matrices submitted in response to question PQ1 for Lot 1, PQ2 for Lot 2, PQ3 for Lot 3 and PQ4 for Lot 4.

The relevant cells for each Lot are detailed in the instructions tab within each Price Matrix.

Failure to submit a price in a mandatory cell for a Lot may result in your bid being deemed non-compliant and your bid for that Lot may be excluded from any further participation in this procurement.

Bidder's marks will be rounded up to two decimal places using Excel. The calculation we will use to evaluate your total price, dependant on the lot you are bidding for, is as follows:

Lot 1 Price Evaluation

Table A	Weighting %	Maximum marks available
Tab 1 – Catalogue		

Table 1 SMS and Voice	15.00%	15
Table 1 Single Data	10.00%	10
Table 1 Shared Data	15.00%	15
Table 1 Voice	1.00%	1
Table 1 SMS	1.00%	1
Table 1 International Data Roaming	1.00%	1
Tab – Scenario 1		
Table 2 Band 1	12.00%	12
Tab – Scenario 2		
Table 3 Band 2	10.00%	10
Tab - Scenario 3		
Table 4 Band 3	9.00%	9
Tab - Scenario 4		
Table 5 Band 4	7.00%	7
Tab - Scenario 5		
Table 6 Band 5	5.00%	5
Tab - Devices		
Table 7 Device Catalogue Services	14.00%	14

Total	100.00%	100
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1. Table 1 Catalogue SMS and Voice, Table 1 Catalogue Single Data, Table 1 Catalogue Shared Data, Table 1 Catalogue Voice, Table 1 Catalogue SMS, Table 1 Catalogue International Data Roaming, Table 2 Scenario 1 Band 1, Table 3 Scenario 2 Band 2, Table 4 Scenario 3 Band 3, Table 5 Scenario 4 Band 4, Table 6 Scenario 5 Band 5 and Table 7 Device Catalogue Services
2. We will evaluate the price submitted for each Table (cells highlighted green) by comparing it against all prices submitted by other bidders for the Table.
3. The bidder who submits the lowest Table price will receive 100% of the maximum score available as detailed in Table A above.
4. Where two or more bidders submit an equal lowest Table price, then these bidders will each achieve 100% of the maximum score.
5. All other bidders will each receive a percentage of the maximum score available relative to the lowest Table price submitted.

We will calculate each Bidder's Total Price mark by adding together the marks calculated for each Table as detailed above:

Table 1 Catalogue SMS and Voice +
Table 1 Catalogue Single Data +
Table 1 Catalogue Shared Data +
Table 1 Catalogue Voice +
Table 1 Catalogue SMS +
Table 1 Catalogue International Data Roaming +
Table 2 Scenario 1 Band 1 +
Table 3 Scenario 2 Band 2 +
Table 4 Scenario 3 Band 3 +
Table 5 Scenario 4 Band 4 +
Table 6 Scenario 5 Band 5 +
Table 7 Device Catalogue Service

Lot 1 pricing will be evaluated based on the lowest total table price submitted divided by the bidders' total table price x the weighting of 60.

$$\text{Price Score} = \frac{\text{Lowest total table price}}{\text{Bidders total table price}} \times \text{Weighting of 60}$$

Lot 2 pricing will be evaluated based on the lowest total tariff bid price submitted divided by the bidders' total tariff price x the weighting of 30.

$$\text{Price Score} = \frac{\text{Lowest total tariff price}}{\text{Bidders total tariff price}} \times \text{Weighting of 30}$$

Lot 3 pricing will be evaluated based on the lowest total reports bid price submitted divided by the bidders total reports bid price x the weighting of 30 and the lowest total service bid price divided by the bidders total service bid price x the weighting of 15. The two totals will then be added together to get your overall weighted price score.

$$\text{Price Score} = \frac{\text{Lowest total price}}{\text{Bidder total price}} \times \text{Weighting of 30}$$

+

$$\text{Price Score} = \frac{\text{Lowest total price}}{\text{Bidder total price}} \times \text{Weighting of 15}$$

Lot 4 price evaluation is based on the combined pricing of the two Service Lines of (System and service integration) and (Business Case and/or Specification Development and/or Proof of Concept). The total combined prices will then be added together and will be evaluated based on the lowest total price submitted divided by the bidders total bid price x the weighting of 25.

$$\text{Price Score} = \frac{\text{Lowest total price}}{\text{Bidders total price}} \times \text{Weighting of 25}$$

Example applicable for Lot 2:

Bidder A	Bidder B	Bidder C
Total price	Total price	Total price
£8,400.00	£9,750.00	£11,000.00

Bidder A has the lowest price of £8,400.00. Bidder A is awarded the maximum mark available for price of 30

Bidder B submits a total price of £9,750.00. Bidder B is awarded a price score of 25.85

Bidder C submits a total price of £11,000.00. Bidder C is awarded a price score of 22.91

Example applicable for Lot 3:

Table 1 Reports (30%)

Bidder A	Bidder B	Bidder C
Total price	Total price	Total price
£400.00	£520.00	£650.00

Bidder A has the lowest price of £400.00. Bidder A is awarded the maximum mark available for price of 30

Bidder B submits a total price of £520.00. Bidder B is awarded a price score of 23.08

Bidder C submits a total price of £650.00. Bidder C is awarded a price score of 18.46

+

Table 2 Services (15%)

Bidder A	Bidder B	Bidder C
Total price	Total price	Total price
£400.00	£520.00	£650.00

Bidder A has the lowest price of £400.00 Bidder A is awarded the maximum mark available for price of 15

Bidder B submits a total price of £520.00 Bidder B is awarded a price score of 11.54

Bidder C submits a total price of £650.00 Bidder C is awarded a price score of 9.23

Example applicable for Lot 4:

Bidder A	Bidder B	Bidder C
Total price	Total price	Total price
£3,800.00	£4,700.00	£5,000.00

Bidder A has the lowest price of £3,800.00 Bidder A is awarded the maximum mark available for price of 25

Bidder B submits a price of £4,700.00 Bidder B is awarded a price score of 20.21

Bidder C submits a price of £5,000.00 Bidder C is awarded a price score of 19.00

Lot 4 price evaluation is based on the combined pricing of the two Service Lines of (System and service integration) and (Business Case and/or Specification Development and/or Proof of Concept).

10.2 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**, we 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.

11.Final decision to award

11.1 How we will calculate your final score

We will add your quality score and social value score to your price score to calculate your final score.

Example relevant to Lot 1:

Bidder	Quality score	Social Value score	Price score	Final score
	(Maximum score available 30)	(Maximum score available 10)	(Maximum score available 60)	(Maximum score available 100)
Bidder A	30.00	10.00	60.00	100.00
Bidder B	25.00	10.00	50.00	85.00
Bidder C	25.00	5.00	12.00	42.00

Example relevant to Lot 2:

Bidder	Quality score	Social Value score	Price score	Final score
	(Maximum score available 60)	(Maximum score available 10)	(Maximum score available 30)	(Maximum score available 100)
Bidder A	60.00	10.00	30.00	100.00
Bidder B	55.00	10.00	20.00	85.00
Bidder C	25.00	5.00	12.00	42.00

Example relevant to Lot 3:

Bidder	Quality score	Social Value score	Price score	Final score
	(Maximum score available 45)	(Maximum score available 10)	(Maximum score available 45)	(Maximum score available 100)
Bidder A	45.00	10.00	45.00	100.00
Bidder B	40.00	10.00	25.00	75.00
Bidder C	20.00	5.00	12.00	37.00

Example relevant to Lot 4:

Bidder	Quality score	Social Value score	Price score	Final score
	(Maximum score available 65)	(Maximum score available 10)	(Maximum score available 25)	(Maximum score available 100)
Bidder A	65.00	10.00	25.00	100.00
Bidder B	30.00	10.00	15.00	55.00
Bidder C	25.00	5.00	10.00	40.00

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

For Lot 1 we will offer the 5 highest scoring bidders a Framework Contract as set out in paragraph 3.1 of Attachment 1 – about the framework.

For Lot 2 we will offer the 10 highest scoring bidders a Framework Contract as set out in paragraph 3.1 of Attachment 1 – about the framework

For Lot 3 we will offer the 3 highest scoring bidders a Framework Contract as set out in paragraph 3.1 of Attachment 1 – about the framework.

For Lot 4 we will offer all bidders whose final score is 52.00 or above a Framework Contract as set out in paragraph 3.1 of Attachment 1 – about the framework. There is no limit on the number of bidders that can be awarded a Framework Contract for Lot 4.

The maximum number of bidders for Lots 1, 2 and 3 of this framework may increase where two (2) or more bidders have tied scores in last position only, or in the circumstance set out in paragraph 11.2.

11.2 Reserved rights

In Lots 1, 2 and 3, we also reserve the right to award a framework to any bidders whose final score is within 5% of the last awarded position.

Example: Lot 1

The last awarded position on Lot 1 is 5th place, and the bidder in 5th place has a final score of 60.00

The calculation we will use is:

Lot 1 - 5th place bidder's final score is 60.00

5% of 60.00 = 3

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

$60.00 - 3 = 57.00$

So any bidder whose final score is 57.00 or above will be awarded a Lot 1 place on the framework.

Example: Lot 2

The last awarded position on Lot 2 is 10th place, and the bidder in 10th place has a final score of 60.00

The calculation we will use is:

Lot 2 - 10th place bidder's final score is 60.00

5% of 60.00 = 3

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

$60.00 - 3 = 57.00$

So any bidder whose final score is 57.00 or above will be awarded a Lot 2 place on the framework.

Example: Lot 3

The last awarded position on Lot 3 is 3rd place, and the bidder in 3rd place has a final score of 60.00

The calculation we will use is:

Lot 3 - 3rd place bidder's final score is 60.00

5% of 60.00 = 3

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

$60.00 - 3 = 57.00$

So any bidder whose final score is 57.00 or above will be awarded a Lot 3 place on the framework.

11.3 Intention to award

You can bid for all Lots. However, if you bid for Lot 1 and or Lot 2 and Lot 3 and you are successful, you will only be awarded a place on the Framework Contract either (Lot 1 and or Lot 2) or Lot 3. In the event your bids for Lots 1 and or Lot 2 and Lot 3 are successful, please tell us your preference using the drop down box.

If a bidder bids for Lots 1 and 3 or Lots 2 and 3, and are successful, we will refer to your response to 1.11.2 of the Selection Questionnaire to determine your Lot preference.

We will tell you if you have been successful or unsuccessful using the eSourcing tool. We will send intention to award letters to all bidders who are still in the competition, that is who have not been excluded.

At this stage, a standstill period of 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.

11.4 Framework contract

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

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

This means:

- Employer's (Compulsory) Liability Insurance = £5,000,000
- Public Liability Insurance = £1,000,000
- Professional Indemnity Insurance = £1,000,000
- Product Liability Insurance = £1,000,000 (Required where there is provision of a product - Lot 1 and Lot 2)
- ISO9001 - Quality Management System (All Lots)*
- ISO/IEC 20000-1 2018 - ITSM Specification for Service Management (Lot 1 and Lot 2 only)*
- ISO 10007:2017 - Quality management systems – Guidelines for configuration management (All Lots)
- BS EN ISO 14000 2015 - Environmental Management System standard (All Lots)*
- ISO/IEC 13066-1:2011 Information Technology - Interoperability with assistive technology (AT) – Part 1 (All Lots)

- ISO/IEC 27001:2013 Information Security Management standard (All Lots)*
- Cyber Essentials Scheme Basic Certificate

*Or equivalent may be applicable

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