



Invitation to tender

Attachment 2 – How to bid

RM6259 - Vertical Application Solutions (VAS)

Contents

1.	How to make your bid	2
2.	Selection stage	3
3.	Selection process	3
4.	Selection criteria	3
5.	Selection questionnaire	4
6.	Award stage	4
7.	Award criteria	5
8.	Award process	5
9.	Quality Evaluation	7
10.	Award quality questionnaire	9
11.	Price evaluation	20
12.	Final decision to award	24

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, ensure you read paragraph 3.1 of Attachment 1.
- 1.3 Your bid must be **entered into the eSourcing suite**. We can only accept bids that we receive through the eSourcing suite.

If you are bidding as a Consortium, please submit your bid in the name of the Lead member and follow the instructions when completing the Qualification envelope, including providing the name of the consortium in Section 1.8.2.

If you are bidding as a single entity on a Lot and as a Consortium on another Lot, you will need to set up an additional account in the eSourcing suite. Please submit your bids as follows:

- For your bid as a single entity, please submit your bid in the eSourcing suite in the name of your organisation
- For your bid as a consortium, please create an additional account in the eSourcing suite in the name of your consortium

In both cases, when submitting your bid(s) please continue to follow the instructions when completing the Qualification envelope section 1.8 Group or Consortium Details.

- 1.4 Upload ONLY those attachments we have asked for. Do not upload any attachments we haven't asked for.
- 1.5 Make sure you answer every question.
- 1.6 You must submit your bid before the bid submission deadline, in paragraph 5 "Timelines for the competition" in Attachment 1 - About the framework.
- 1.7 It will be our decision whether we will accept bids submitted after the bid submission deadline.
- 1.8 You must regularly check for messages in the eSourcing suite throughout the competition. You must log on to the eSourcing suite and access your message inbox for this competition to check for messages.
- 1.9 If anything is unclear, or you are unsure how to complete your bid submission, you can raise a question before the clarification question deadline, via the eSourcing suite. Read paragraph 6 "When and how to ask questions" in attachment 1 - About the framework.
- 1.10 We may require you to clarify aspects of your bid in writing and/or provide additional information. Failure to respond within the time

required, or to provide an adequate response will result in the rejection of your bid and your exclusion from this competition.

2. Selection stage

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

3. Selection process

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

4. Selection criteria

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

misleading.

- you have broken any of the competition rules in x 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

- 5.1 Please refer to Attachment 2a Selection questionnaire, **Part 11 Technical and Professional ability (Part 11) - Guidance.**
- 5.2 Remember you must complete the questionnaire online in the eSourcing suite (Qualification envelope).

6. Award stage

- 6.1 If you have successfully passed the selection stage, you will proceed to the award stage.
- 6.2 We have tried to make our award stage as simple as possible, whilst achieving the best possible commercial outcomes.
- 6.3 Your bid must deliver what our buyers need, at the best possible price you can give.
- 6.4 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

- 7.1 The Award Stage consists of a quality evaluation (see paragraphs 9 and 10 of this document) and a price evaluation (see paragraph 11 of this document).
- 7.2 The award of this framework will be on the basis of the 'Most Economically Advantageous Tender' (MEAT).
- 7.3 The weighting for the quality evaluation is 82; and, the price evaluation is worth 18 marks.

8. Award process

- 8.1 What YOU need to do
 - Answer the quality questions A,B and Section C of the quality questionnaire in the eSourcing suite in the technical envelope.
 - Complete an Attachment 3 - Price Matrix for the lot(s) for which you are bidding.
 - Upload your completed Attachment 3 price matrix for each Lot you have bid for into the eSourcing suite in the commercial envelope to questions as follows:
 - Lot 1: Question PQ1 (3.1)
 - Lot 2: Question PQ2 (3.2)
 - Lot 3: Question PQ3 (3.3)
 - Lot 4: Question PQ4 (3.4)
 - Lot 5: Question PQ5 (3.5)

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

1.	<p>Compliance Check</p> <p>First, we will do a check to make sure that you completed the pricing matrix in line with our instructions.</p>
2.	<p>Quality Evaluation</p> <p>We will give your responses to our evaluation panel. Each evaluator will independently assess your responses to the quality questions using the response guidance and the evaluation criteria. Each evaluator will give a mark and a reason for their mark for each question they are assessing. Each evaluator will enter their marks and reasons into the eSourcing suite.</p>
3.	<p>Consensus</p> <p>Once the evaluators have independently assessed your answers to the questions we will arrange for the evaluators to meet and we will facilitate the discussion. At this consensus meeting, the evaluators will discuss the quality of your answers and discuss their marks and reasons for that mark. The discussion will continue until they reach a consensus regarding the mark, and a reason for that mark, for each question. These final marks will be used to calculate your quality score for each lot you have bid for.</p>
4.	<p>Quality Threshold</p> <p>Section B and Section C</p> <p>If you have received a zero (0) mark for any of the Section B and C quality questions, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded from the competition and why.</p> <p>Section B - Delivery Capability Questions</p> <p>If you have not met the minimum quality score of 36.08 for the Section B questions, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded from the competition and why.</p> <p>Refer to table A at paragraph 9.7 for an example of how your quality score for each lot you have bid for will be calculated.</p>
5.	<p>Evaluate Pricing</p> <p>We will then give your pricing to the price evaluation panel, who are different evaluators from those who assessed your quality responses.</p> <p>They will calculate your price score using the evaluation criteria in section 11 – Price Evaluation.</p>

6.	Final Score Your total quality score will be added to your price score for each Lot you have bid for, to create your final score for each Lot you have bid for, as illustrated in section 12 Final Decision to Award.
7.	Award Awards will be made to the successful bidders following the standstill period, subject to contract.

9. Quality Evaluation

- 9.1 Question 2.1 A1, is a mandatory question and will be evaluated PASS / FAIL. If you answer no to this one question, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded and why.
- 9.2 The quality questions B1, B2, B3, B4, C1 and C2 must each be answered only once, irrespective of how many lots you are bidding for.
- 9.3 Each question in Section B and Section C must be answered in its own right. You must not answer any of the questions by cross referencing other questions or other materials for example reports or information located on your website.
- 9.4 Each of the quality questions in Section B and Section C of the quality questionnaire will be independently assessed by our evaluation panel.
- 9.5 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.
- 9.6 Each weighted mark for each question you have submitted a bid for will then be added together to calculate your total quality score. Your total quality score will be applied to each Lot you have submitted a bid for.
- 9.7 Please see Table A below for an example of how your total quality score will be calculated.

9.8 Table A – All Lots

Question		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
Section A – Mandatory Service Requirements					
2.1	A1 Compliance with	PASS/FAIL	N/A	PASS	PASS

	Mandatory Service Requirements Framework Schedule 1: Specification. - ALL LOTS				
Section B - Delivery Capability Questions					
2.2	B1 Understanding of Buyer Requirements - (All Lots)	19%	100	100	19.00
2.3	B2 Product Expertise - (All Lots)	25%	100	75	18.75
2.4	B3 Buyer Relationship Management - (All Lots)	19%	100	50	9.50
2.5	B4 Capability in a Complex Delivery Environment - (All Lots)	25%	100	50	12.50
Section B Weighted Mark (out of 100)					59.75
Section B Quality Score <i>(Weighted Mark multiplied by 82% quality)</i> In this example, the Section B quality score of 49.00 has met the minimum quality score of 36.08					49.00
Section C - Social Value Questions					
2.6	C1 Social Value - Environmental Stewardship - (All Lots)	6%	100	100	6.00
2.7	C2 Social Value - Workforce Inequality - (All Lots)	6%	100	100	6.00
Section C Weighted Mark (out of 100)					12.00
Section C Quality Score <i>(Weighted Mark multiplied by 82% quality)</i>					9.84
Total Weighted Mark (out of 100)					71.75
Total Quality Score <i>(Total Weighted Mark multiplied by 82% quality)</i>					58.84

10. Award quality questionnaire

10.1 The quality questionnaire is split into three sections:

- Section A – Mandatory Service Requirements
- Section B – Delivery Capability Questions
- Section C – Social Value Questions

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

Question		Marking scheme	Weighting %
			All Lots
Section A – Mandatory Service Requirements			
2.1	A1 Compliance with Mandatory Service Requirements Framework Schedule 1: Specification. - ALL LOTS	PASS/FAIL	N/A
Section B - Delivery Capability Questions			
2.2	B1 Understanding of Buyer Requirements - (All Lots)	100/75/50/25/0	19%
2.3	B2 Product Expertise - (All Lots)	100/75/50/25/0	25%
2.4	B3 Buyer Relationship Management - (All Lots)	100/75/50/25/0	19%
2.5	B4 Capability in a Complex Delivery Environment - (All Lots)	100/75/50/25/0	25%
Section C - Social Value Questions			
2.6	C1 Social Value - Environmental Stewardship - (All Lots)	100/75/50/25/0	6%
2.7	C2 Social Value - Workforce Inequality - (All Lots)	100/75/50/25/0	6%

Section A – Mandatory service requirements	
2.1 A1 - Compliance with Framework Schedule 1 (Specification)	
<p>If you are awarded a framework contract, will you unreservedly deliver in full, all the mandatory service requirements as set out in Framework Schedule 1 (Specification), Section 2.</p> <p>Please answer 'Yes' or 'No'.</p> <p>Yes - You will unreservedly deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification), section 2.</p> <p>No - You will not, or cannot, deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification), section 2.</p>	
<p>2.1 A1 Response guidance</p> <p>This is a Pass/Fail question.</p> <p>If you cannot or are unwilling to select 'Yes' to this question, you will be disqualified from further participation in this competition.</p> <p>You are required to select either option YES, NO from the drop down list.</p> <p>Providing a 'Yes' response means you will unreservedly deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification), section 2.</p> <p>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), section 2 you will be excluded from further participation in this competition.</p>	
Marking scheme	Evaluation guidance
Pass	You have selected option 'Yes' confirming that you will unreservedly deliver in full all the mandatory service requirements for all the Lots you have bid for, as set out in Framework Schedule 1 (Specification), section 2.
Fail	You have selected 'No' confirming that you will not, or cannot, deliver in full all the mandatory service requirements for all the Lots you have bid for, as set out in Framework Schedule 1 (Specification), section 2.

Section B – Delivery Capability Questions (All Lots)
2.2 B1 - Understanding of Buyer Requirements
<p>Requirement: Full understanding of a Buyer’s requirement is essential for successful delivery.</p> <p>Question: Please describe how you will ensure a comprehensive understanding of a Buyer’s requirement related to the service provision prior to submitting a fully-costed proposal.</p>
<p>2.2 B1 Response guidance</p> <p>All bidders must answer this question. You must insert your response into the text fields in the eSourcing suite.</p> <p>In order to satisfy the requirement, and the question associated with the requirement, your response must include a description of your process(es) for:</p> <ul style="list-style-type: none"> a) Carrying out a rigorous assessment of a Buyer’s statement of requirement, referencing 2.1.6 from the Framework Schedule 1 (Specification); b) Constructing a fully-resourced and costed proposal for the Buyer, referencing 2.1.14 from the Framework Schedule 1 (Specification); c) Optimising the value for money and total cost of ownership associated with your proposal, referencing 2.1.17 from the Framework Schedule 1 (Specification); d) Ensuring a comprehensive and timely response to requests from Buyers for clarification on aspects of your solution under a call off competition. <p>Your response must 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. You must not answer by cross-referencing other questions or other materials for example reports or information located on your website.</p> <p>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.</p> <p>Maximum character count – 4,000 characters including spaces and punctuation.</p> <p>You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.</p> <p>You are required to insert your response to this question in the technical envelope in boxes 2.2.2 and 2.2.3. Each box has a character count of 2,000 characters.</p>

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.

2.3 B2 - Product Expertise
<p>Requirement: Successful solution delivery requires an in-depth understanding of the products and services upon which the proposed solutions are based.</p> <p>Question: Please explain how you develop and maintain a deep level of up-to-date expertise and knowledge of the products you will offer under this framework in order to ensure that customers obtain the best possible outcomes in relation to their requirement?</p>
<p>2.3 B2 Response guidance:</p> <p>All bidders must answer this question. You must insert your response into the text fields in the eSourcing suite.</p> <p>In order to satisfy the requirement, and the question associated with the requirement, you must describe:</p> <ul style="list-style-type: none"> a) How your organisation will develop and maintain a comprehensive understanding of the functional capabilities and limitations of the products upon which your solution is based, with reference to 2.1.22 from the Framework Schedule 1 (Specification); b) How you will ensure you have access to relevant technical and subject matter expertise from outside your organisation (Including, but not limited to, supply chain, vendor networks), where required to support the solution to meet and exceed

Buyer requirements throughout the contract, with reference to 2.1.22 from the Framework Schedule 1 (Specification);

c) How you ensure that Buyers are aware of, and understand the implications (including technical implications) of, future developments in relation to the lifecycle of the products upon which the solution you have supplied is based, with reference to 2.1.2 from the Framework Schedule 1 (Specification);

d) How you will work with Buyers to demonstrate the benefit of new product capabilities and ensure continuous improvement across the lifetime of the Buyer's contract, with reference to 2.1.16 from the Framework Schedule 1 (Specification).

Your response must 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. You must not answer by cross-referencing other questions or other materials for example reports or information located on your website.

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 – 4,000 characters including spaces and punctuation.

You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.

You are required to insert your response to this question in the technical envelope in boxes 2.3.2 and 2.3.3. 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.

2.4 B3 Buyer Relationship Management

Requirement: Suppliers will be required to deliver effective solutions to time, and to support customers as required to ensure achievement of the intended business objectives.

Question : Please explain how you will manage Buyer relationships across the full lifecycle of the Buyer's call-off contract, with reference to 2.1.16, 2.1.19, and 2.1.23 from the Framework Schedule 1 (Specification).

2.4 B3 Response guidance

All bidders must answer this question.

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

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

- a) Your approach to project management including adherence to recognised methodologies and standards where appropriate, with reference to 2.1.24 from the Framework Schedule 1 (Specification);
- b) How you will ensure you meet Service Level Agreements, Key Performance Indicators, and Account Management deliverables for each contract under the framework;
- c) Your escalation procedure and process, including for dispute resolution and contract underperformance, including the job title of the senior stakeholder involved in a final level of escalation;
- d) How you will ensure a knowledge capture and transfer to the Buyer prior to completion of the solution implementation and thereafter through the solution's operational life, with reference to 2.1.25 from the Framework Schedule 1 (Specification).

Your response must 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. You must not answer by cross-referencing other questions or other materials for example reports or information located on your website.

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 – 4,000 characters including spaces and punctuation.

You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.

You are required to insert your response to this question in the technical envelope in boxes 2.4.2 and 2.4.3. 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.

2.5 B4 Capability in a Complex Delivery Environment

Requirement: Capability to deliver effective solutions in a complex multi-supplier Buyer ICT environment is essential to ensuring a solution achieves the goals targeted in the Buyer's business case.

Question: With reference to section 2.1.21 of the Framework Schedule 1 (Specification), please demonstrate how you would work with the Buyer and their supply chain, sub-contractor(s), and subject matter experts to build highly effective collaborative working relationships to ensure the successful provision of the Deliverables.

2.5 B4 Response guidance

All bidders must answer this question.

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

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

- a) The process(es) you have in place and will implement to comprehensively identify the dependencies you will have upon the Buyer and Buyer suppliers when implementing the deliverables;
- b) How you will maintain an effective and ongoing collaborative working relationship with the Buyer and the Buyers suppliers;
- c) How you will monitor, report and mitigate solution risks to the Buyer and other Buyer suppliers;
- d) How you will manage and resolve any issues created by incompatibility of products within your solutions, including where your solution requires interaction with other supplier products on the Buyer estate.

Your response must 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. You must not answer by cross-referencing other questions or other materials for example reports or information located on your website.

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 – 4,000 characters including spaces and punctuation.

You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.

You are required to insert your response to this question in the technical envelope in boxes 2.5.2 and 2.5.3. Each box has a character count of 2,000 characters.

Marking Scheme 100/75/50/25/0

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

Section C – Social Value Questions (All Lots)

2.6 C1 Social Value - Environmental Stewardship

Requirement: A commitment to delivering Social Value in relation to environmental stewardship

Question: Describe the commitment your organisation will make to ensuring performance of call-off contracts will result in environmental protection and improvement, including working towards net zero greenhouse gas emissions, with reference to 6.5.1 from the Framework Schedule 1 (Specification).

2.6 C1 Response guidance

All bidders must answer this question.

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

In order to satisfy the requirement, your response must describe: Your 'Commitment Statement', stating how you will achieve your commitment, and demonstrating:

- a) An understanding of potential environmental benefits in the performance of call-off contracts, including working towards net zero greenhouse gas emissions;
- b) Possible collaborative ways of working with the supply chain to deliver environmental benefits in the performance of call-off contracts, including working towards net zero greenhouse gas emissions;
- c) How you would seek to influence staff, suppliers, customers and communities through the delivery of call-off contracts to support environmental protection and improvement;
- d) How you will monitor, measure and report on environmental benefits. This can include but is not limited to
 1. possible reporting and metrics for call-off contracts
 2. an outline model action plan for call-off contracts
 3. proposals for learning and continuous improvement

If you don't have these elements in place currently, please detail how and when you intend to implement them.

Your response must 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. You must not answer by cross-referencing other questions or other materials for example reports or information located on your website.

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 – 4,000 characters including spaces and punctuation.

You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.

You are required to insert your response to this question in the technical envelope in boxes 2.6.2 and 2.6.3. Each box has a character count of 2,000 characters.

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

Section C – Social Value Questions (All Lots)
2.7 C2 Social Value - Tackling Workforce Inequality
<p>Requirement: A commitment to delivering Social Value in respect of workforce inequality</p> <p>Question: Please describe the commitment your organisation will make to tackling workforce inequality, with reference to 6.6.2 from the Framework Schedule 1 (Specification).</p>
<p>2.7 C2 Response guidance</p> <p>All bidders must answer this question.</p>

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

In order to satisfy the requirement, your response must describe: Your 'Commitment Statement', stating how you will achieve your commitment, and demonstrating:

- a) How you will ensure that you identify and tackle inequality in employment, skills and pay in your workforce;
- b) How you will support in-work progression to help people, including those from disadvantaged or minority groups, to move into higher paid work by developing new skills relevant to call-off contracts;
- c) Proposed actions to identify and manage the risks of modern slavery in the delivery of the contract, including in the supply chain;
- d) How you will monitor, measure and report on the impact of your actions and proposals on tackling workforce inequality. This can include but is not limited to
 - 1. possible reporting and metrics for call-off contracts
 - 2. an outline model action plan for call-off contracts
 - 3. proposals for learning and continuous improvement

If you don't have these elements in place currently, please detail how and when you intend to implement them.

Your response must 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. You must not answer by cross-referencing other questions or other materials for example reports or information located on your website.

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 – 4,000 characters including spaces and punctuation.

You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.

You are required to insert your response to this question in the technical envelope in boxes 2.7.2 and 2.7.3. 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.

11. Price evaluation

- 11.1 This Section 11 contains information on how to complete the Attachment 3 pricing matrix and the price evaluation process.
- 11.2 **How to complete your pricing matrix:**
- 11.2.1 You must read and understand the instructions in the Attachment 3 pricing matrix, and in this paragraph, before submitting your prices.
- 11.2.2 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.
- 11.2.3 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.
- 11.3 Prices submitted must be your day rates and must:
- Provide a price, where one has been requested, in all the cells highlighted yellow.
 - exclude VAT
 - exclude travel and subsistence expenses
 - be sustainable and include your operating overhead costs and profit
 - take into account CCS's management charge of 1%
 - be in British pound sterling, up to two decimal places
 - be based on a eight (8) hour Working Day, exclusive of breaks including lunch

- be a minimum day rate of £76 (i.e. 8(hrs) x £9.50 (National Living Wage)). Failure to adhere to this may result in your Tender being deemed non compliant.
- based on SFIA8 categories and definitions of the skills and competencies v8.0:
<https://sfia-online.org/en/legacy-sfia/sfia-8/sfia-views/full-framework-view?path=/glance>

- 11.4 Negative and zero bids will not be allowed. We will investigate where we consider your bid to be abnormally low.
- 11.5 In the event you are successful in this competition, the day rates submitted in the Attachment 3 for each Lot you are successful in being awarded a place for will be the maximum payable under this framework for those Lots. Prices may be lowered at the call-off stage. Refer to Framework Schedule 3 – Framework prices and Framework Schedule 7 (call-off award procedure)..
- 11.6 Do not alter, amend or change the format or layout of the pricing matrix Attachment 3.
- 11.7 Failure to insert an applicable price may result in your bid being deemed non-compliant and may be rejected from this competition.
- 11.8 When you have completed your pricing matrix, you must upload this into the eSourcing suite at the relevant lot(s) question(s) in the commercial envelope, as described at paragraph 8.1. If you do not upload your pricing matrix for each Lot you are bidding for, your bid may be rejected from this competition.

11.9 Price evaluation process

We will check you have completed all the **yellow cells** in the Attachment 3 price matrix(es) for each Lot you are bidding.

Failure to insert an applicable price (day rate) may result in your bid being deemed non-compliant and may be rejected from this competition.

Remember, zero or negative prices will not be accepted.

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

The Price weighting is 18% for each Lot. The maximum score available for each Lot is 18.00.

The 18% Price weighting for each Lot is sub-weighted as follows:

Evaluated Prices	Sub-weighting	Maximum score available
------------------	---------------	-------------------------

Group A	6%	6.00
Group B	6%	6.00
Group C	6%	6.00

For each Lot Bid For:

Group A price score

Your Day Rates for Group A will be added together to calculate your Group A Total Price in cell C31.

The Bidder with the lowest 'Group A' Total Price will be awarded the maximum mark available for Group A (a price score of 6.00).

All other Bidders will get a Group A price score relative to the lowest Total Price for Group A.

Group B price score

Your Day Rates for Group B will be added together to calculate your Group B Total Price in cell G31.

The Bidder with the lowest 'Group B' Total Price will be awarded the maximum mark available for Group B (a price score of 6.00).

All other Bidders will get a Group B price score relative to the lowest Total Price for Group B.

Group C price score

Your Day Rates for Group C will be added together to calculate your Group C Total Price in J31.

The Bidder with the lowest 'Group C' Total Price will be awarded the maximum mark available for Group C (a price score of 6.00).

All other Bidders will get a Group C price score relative to the lowest Total Price for Group C.

Total Price Score

Your score for each Group Total Price will be combined to provide your total price score for each lot, up to a total maximum available mark of 18.00 for each Lot.

Example

The calculation we will use to evaluate your Total Price score for each Group, (A, B and C), is as follows:

$$\text{Group A Price Score} = \frac{\text{Lowest Total Price for Group A}}{\text{Bidder's Total Price for Group A}} \times 6 \text{ (maximum mark available)}$$

$$\text{Group B Price Score} = \frac{\text{Lowest Total Price for Group B}}{\text{Bidder's Total Price for Group B}} \times 6 \text{ (maximum mark available)}$$

$$\text{Group C Price Score} = \frac{\text{Lowest Total Price for Group C}}{\text{Bidder's Total Price for Group C}} \times 6 \text{ (maximum mark available)}$$

Example applicable for All Lots for Group A:

Group A		Maximum 6.00 Marks
Bidder	Group A Total Price	Group A price score
Bidder A	1000	4.20
Bidder B	800	5.25
Bidder C	700	6.00

This example can be applied to the Total Price for each Group (A, B C) evaluated in each Lot you have submitted a bid for.

For each Lot you bid for, the A, B and C Group price scores will be combined to provide your total price score up to a total maximum available mark of 18.00 for each Lot.

11.10 Abnormally low tenders

Where we consider any of the total price(s) you have submitted to have no correlation with the quality of your offer or to be **abnormally low** or will ask

you to explain the price(s) 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.

If your total price is 10% below the median of the total prices submitted for each Lot you have bid for we will consider your total price to be abnormally low

12. Final decision to award

12.1 How we will calculate your final score

We will add your quality score to your price score to calculate your final score.

Example:

Bidder	Quality score	Price score	Final score
	(Maximum score available 82)	(Maximum score available 18)	(Maximum score available 100)
Bidder A	82.00	18.00	100.00
Bidder B	60.00	12.00	72.00
Bidder C	50.00	9.00	59.00

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

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

12.2 Intention to award

You can submit a bid and be awarded a place on one or more lots.

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

At this stage, a standstill period of ten (10) calendar days will start, the term standstill period is set out in regulation 87(2) of the Regulations. During this time, you can ask questions that relate to our decision to award. We cannot provide advice to unsuccessful bidders on the steps they should take and they should seek independent legal advice, if required.

If during standstill we do receive a substantive challenge to our decision to award and the challenge is for a certain lot, we reserve the right to conclude a framework contract with successful bidders for the lot(s) that have not been challenged.

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

12.3 Framework contract

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

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

If you have bid as a consortium, the conclusion of a framework contract is subject to the provision of due 'certificates, statements and other means of proof' from EACH member of the consortium.

This means:

- Employer's (Compulsory) Liability Insurance
- Public Liability Insurance
- Professional Indemnity Insurance
- Product Liability Insurance
- Cyber Essentials Basic certification for your organisation and consortia members and/or key subcontractors where applicable. If your organisation is bidding as part of a consortium and/or proposes to use key subcontractors to carry out the services and these consortia members and key subcontractors shall be involved in handling sensitive and personal information with regard to the services, then you need to provide those consortium and/or key subcontractors Cyber Essentials certificates.

You are required to send the documentary evidence of all 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.