

Invitation to Tender

Attachment 2 – How to Bid

**RM6292** - Cloud Compute 2

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# How to make your bid

* 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.
  2. You may bid for one or more of the Lots; ensure you read section 3 of Attachment 1 - About the Framework.
  3. Your bid must be **entered into the eSourcing tool.** We can only accept bids that we receive through the eSourcing tool.

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 1.12.2.

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 tool. Please submit your bids as follows:

* For your bid as a single entity, please submit your bid in the eSourcing tool in the name of your organisation.
* For your bid as a consortium, please create an additional account in the eSourcing tool 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 1.12 Group or Consortium Details.

* 1. If you are bidding as a Consortium, each Consortium member (other than the Consortium member responding to the electronic Selection Questionnaire within the eSourcing tool) will be required to complete an Attachment 4a - Information & Declarations\_Consortium. In this attachment, Consortium members will respond to part 1 and 2 selection declarations and some part 3 selection questions in their own right. It is clearly indicated within the electronic Selection Questionnaire (a copy of which can be found at Attachment 2a Selection Questionnaire) when the Consortium member completing the electronic Selection Questionnaire should respond on behalf of **ALL** Consortium members for part 3 selection questions.
  2. Upload ONLY those attachments we have asked for. Do not upload any attachments we have not asked for.
  3. Make sure you answer every question.
  4. You must submit your bid before the bid submission deadline given in section 5 “Timelines for the competition” of Attachment 1 - About the Framework.
  5. You must check regularly 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.
  6. 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 tool. Please read section 6 “When and how to ask questions” in Attachment 1 - About the Framework.
  7. 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.

# Selection stage

* 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. When responding to part 1 and part 2 Selection Questionnaire declarations, you must respond on behalf of all relevant persons in your organisation as per PCR 2015, regulation 57(2), i.e.,members of the administrative, management or supervisory body of your organisation including those with powers of representation, decision or control.
  3. If you are relying on any Key Subcontractors to meet the selection criteria within Part 3 of the Selection Questionnaire, you must tell us. If a Key Subcontractor is being relied on to meet Part 3 selection criteria, you must clearly tell us within Attachment 7 – Key Subcontractor Details which criteria you are relying on them for and you must ensure that each of these applicable Key Subcontractors completes Attachment 4b – Information and Declarations\_Key Subcontractor\_Guarantor and this is submitted via the applicable question within the electronic Selection Questionnaire.
  4. Following financial assessment, if we require you to nominate a guarantor, we will contact you and tell you. You are not permitted to nominate a guarantor for Part 3 – Financial Risk Viability Assessment (FVRA) at the point of tender submission. You must undergo the financial assessment within your own right initially. Should we require you to nominate a guarantor post-tender submission, we will also require the nominated guarantor to complete Attachment 4b – Information and Declarations\_Key Subcontractor\_Guarantor.
  5. Lot 1 Bidders must indicate in the selection questionnaire whether they permit the resale of their services in Lot 2.
  6. Lot 2 Bidders must indicate in the selection questionnaire which Cloud Service Supplier services they are permitted to resell. Note, there is no guarantee they will be permitted to resell such services under this Framework as that will be dependent upon the relevant Cloud Service Supplier also being successfully appointed to Lot 1 (See Attachment 1 for more information).

# Selection process

* 1. After the bid submission deadline, we will check all bids to make sure we have received everything we have asked for in the required format and in accordance with any relevant instructions.
  2. If necessary, we may ask you to clarify information you have provided. 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. If your bid is not compliant we may reject your bid and you will be excluded from the competition. We will tell you why your bid is not compliant.
  4. Not all selection questions need guidance as the questions are self-evident. However, other questions such as those related to financial standing, 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**.

# Selection criteria

* 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 of Attachment 1 - About the Framework, or not followed the instructions given in this ITT pack.
  2. If we exclude you from the competition we will tell you and explain why.

# Selection questionnaire

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

# Award stage

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

We have tried to make our award stage as simple as possible, whilst achieving the best possible commercial outcomes.

Your bid must deliver what our Buyers need, at the best possible price you can give.

When completing your bid you must:

* Read through the entire ITT pack specifically Framework Schedule 2 - Specificationcarefully, and read more than once
* Read each question, the response guidance, marking scheme and the evaluation criteria and response parameters and required format.
* Read the contract terms.
* If you are unsure, ask questions before the clarification questions deadline. See section 5 ‘Timelines for the competition’ and section 6 ‘When and how to ask questions’ of Attachment 1 - About the Framework document
* Allow plenty of time to complete your responses; it always takes longer than you think to submit your bid via the eSourcing tool and to ensure any completion errors are rectified before the bid submission deadline.
* Your prices should be in line with the service level you offer, in response to the award quality questions.

# Award criteria

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

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

For each Lot, Quality is worth 90% (Social Value 10%, Technical 80%) and price is worth 10% of the overall final mark to give a total maximum of 100%.

# Award process

* 1. What YOU need to do
* Answer the quality questions (section A to section E) for the Lot(s) for which you are bidding in the technical envelope of the eSourcing tool.
* Complete Attachment 3 - Price Model Workbook for the Lot(s) for which you are bidding.
* Upload your completed Attachment 3 - Price Model Workbook into the eSourcing tool in the commercial envelope at question PQ1.

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

| 1. | **Compliance Check**  First, we will do a check to make sure that you completed the questionnaires and Price Model Workbook in line with our instructions. |
| --- | --- |
| 2. | **Quality Evaluation**  We will give your Quality responses to our evaluation panel. Each evaluator will independently assess your responses to the quality questions using the response guidance and the evaluation criteria and scoring methodology. 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. These marks are not binding in themselves and are produced to aid the Consensus discussion. |
| 3. | **Consensus**  Once the evaluators have independently assessed your answers to the questions we will arrange for the evaluators to meet and we will facilitate a 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. | **Moderation**  ​Once the consensus meetings have taken place, the consensus manager(s) will review the consensus marks and reasons for the marks agreed with evaluators for any errors or discrepancies. If any errors or discrepancies are identified, marks may be changed as a result of this moderation exercise. The reasons for revisiting the marks and the outcome of revisiting the marks will be fully recorded. |
| 5. | **Quality Threshold**  If you have received a zero for any of the quality questions we will reject your bid and you will be excluded from the competition for that Lot. We will tell you that your bid has been excluded from the competition and why. |
| 6. | **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. |
| 7. | **Final Score**  Your quality score will be added to your price score, to create your final score as illustrated in section 12 - Final decision to award. |
| 8. | **Award**  In the event that no Cloud Service Suppliers named by a Lot 2 Bidder are successful in this framework competition for Lot 1, the Lot 2 Bidder will be unsuccessful in their bid by default and shall be excluded.  Awards will be made to the successful Bidders following the standstill period, subject to contract. |

# Quality Evaluation

Question AQA1 is a mandatory question and will be evaluated PASS / FAIL. If you answer no to this question we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded and why.

Question AQA2 is a Social Value question and must be answered if you are bidding on any Lot. If you score zero for AQA2 we will reject your bid for all the Lots you have bid for and you will be out of the competition. We will tell you that your bid has failed and why.

Questions AQB1 to AQB3 concerns Lot 2 but must be answered if you are bidding for Lot 1. Your response is not evaluated as Pass/Fail but will affect your ability to be named as a Partner to Lot 2 Bidders. AQB4 is specific to Lot 1 and must be answered if bidding for Lot 1 and your response will be evaluated as Pass/Fail.

Questions AQB5 and AQB6 are specific to Lot 1 and must be answered if you are bidding for Lot 1. If you score a zero for either of these questions, we will reject your bid for Lot 1. We will tell you that your bid has failed for this Lot and why.

Question AQC1 is specific to Lot 2 and must be answered if you are bidding for Lot 2 and your response will be evaluated as Pass/Fail.

Questions AQC2 and AQC3 are Lot specific to Lot 2 and must be answered if you are bidding for Lot 2. If you score a zero for either of these questions, we will reject your bid for Lot 2. We will tell you that your bid has failed for this Lot and why.

Question AQD1 is specific to Lot 3 and must be answered if you are bidding for Lot 3. If you score a zero for this question, we will reject your bid for Lot 3. We will tell you that your bid has failed for this Lot and why.

Questions AQE1 to AQE4 are specific to Lot 4 and must be answered if you are bidding for Lot 4. If you score a zero for any of these questions, we will reject your bid for Lot 4. We will tell you that your bid has failed for this Lot and why.

Each question must be answered in its own right. You must not answer any of the questions by cross referencing other questions or other materials, for example reports or information located on your website.

The Social Value question in section A and each of the scored quality questions in sections B, C, D, and section E of the quality questionnaire will be independently assessed by our evaluation panel.

When the consensus meeting has taken place and the final mark for each question has been agreed by the evaluators, your final mark for each question will be multiplied by that question’s weighting to calculate your weighted mark for that question.

Each weighted mark for each question for each Lot you have submitted a bid for will then be added together to calculate your quality score.

# Award quality questionnaire

* 1. The quality questionnaire is split into three sections:
* Section A – Mandatory for all Bidders questions
* Section B – Lot 1 Bidder questions
* Section C – Lot 2 Bidder questions
* Section D – Lot 3 Bidder question
* Section E – Lot 4 Bidder questions
  1. A summary of all the questions in the quality questionnaire, along with the marking scheme, and weightings for each question is set out below:

| **Section** | | **Question Type** | **Marking Scheme** | **Question Weighting** |
| --- | --- | --- | --- | --- |
| **SECTION A – MANDATORY QUESTIONS** | | | |  |
| AQA1 | Compliance with Framework Schedule 2 - Specification | Text Box | Pass / Fail | N/A |
| AQA2 | Social Value | Text Box | 100/66/33/0 | 10% **(All Lots)** |

| **Section** | | **Question Type** | **Marking Scheme** | **Question Weighting** |
| --- | --- | --- | --- | --- |
| **SECTION B – LOT SPECIFIC QUESTIONS: LOT 1 ONLY** | | | |  |
| AQB1 | Technical Solution Availability | Yes/No | N/A | No = your services will not be offered for resale in Lot 2. |
| AQB2 | Discounts | Yes/No | N/A | No = your services will not be offered for resale in Lot 2. |
| AQB3 | Terms and Conditions when Partnering | Yes/No | N/A | No = your services will not be offered for resale in Lot 2. |
| AQB4 | Technical Solution Offering | N/A | Pass/Fail | NA |
| AQB5 | Disaster Recovery and Business Continuity | Text Box | 100/66/33/0 | 40% |
| AQB6 | Securing Your Services | Text Box | 100/50/0 | 40% |

**Please note, answering AQB5 and AQB6 will not materially edit, change or amend the obligations or any future obligations of your Buyers in their use or application of your organisation’s Shared Responsibility Model for Security.**

| **Section** | | **Question Type** | **Marking Scheme** | **Question Weighting** |
| --- | --- | --- | --- | --- |
| **SECTION C – LOT SPECIFIC QUESTIONS: LOT 2 ONLY** | | | |  |
| AQC1 | Terms and Conditions when Partnering | Yes/No | Pass/Fail | N/A |
| AQC2 | In-Life Management and Optimising Value | Text Box | 100/66/33/0 | 48% |
| AQC3 | Value Added Capability | Text Box | 100/66/33/0 | 32% |

| **Section** | | **Question Type** | **Marking Scheme** | **Question Weighting** |
| --- | --- | --- | --- | --- |
| **SECTION D – LOT SPECIFIC QUESTIONS: LOT 3 ONLY** | | | |  |
| AQD1 | Professional Services | Text Box | 100/66/33/0 | 80% |

| **Section** | | **Question Type** | **Marking Scheme** | **Question Weighting** |
| --- | --- | --- | --- | --- |
| **SECTION E – LOT SPECIFIC QUESTIONS: LOT 4 ONLY** | | | |  |
| AQE1 | Service Provision | Text Box | 100/75/50/25/0 | 28% |
| AQE2 | Security | Text Box | 100/66/33/0 | 20% |
| AQE3 | Separation | Text Box | 100/75/50/25/0 | 20% |
| AQE4 | Location of Data | Text Box | 100/75/50/25/0 | 12% |

**Section A – Mandatory Questions - All Lots**

| **AQA1 - Compliance with Framework Schedule 2 - Specification**  If you are awarded a Framework Contract, will you unreservedly deliver in full, all the mandatory service requirements as set out in Framework Schedule 2 - Specification for all the Lots for which you are bidding? | |
| --- | --- |
| **AQA1 Response Guidance**  Please answer ‘Yes’ or ‘No’.  Yes - You will unreservedly deliver in full all the mandatory service requirements as set out in Framework Schedule 2 - Specification for all the Lots for which you are bidding..  No - You will not, or cannot, deliver in full all the mandatory service requirements as set out in Framework Schedule 2 - Specification for all the Lots for which you are bidding.  This is a Pass/Fail question.  If you cannot or are unwilling to select ‘Yes’ to this question, you will be disqualified from further participation in this competition. You are required to select either option YES, or NO from the drop down list. Providing a ‘Yes’ response means you will unreservedly deliver in full all the mandatory service requirements as set out in Framework Schedule 2 – 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 2 – Specification you will be excluded from further participation in this competition. | |
| **AQA1 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 2 – Specification. |
| **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 2 – Specification. OR You have not selected either ‘Yes’ or ‘No’ |

| **AQA2 - Social Value**  CCS requires you to describe and demonstrate how you will deliver social value alongside the provision of in-scope services under this agreement. Such benefits may apply to Buyer organisations, end users, or linked communities such as members of the industry. | |
| --- | --- |
| **AQA2 Response Guidance**  In order to satisfy the requirement, your response must describe in detail:   1. How you will effectively tackle economic inequality and in particular the digital skills gap through the creation of new business, new jobs or new skills as a part of the delivery of your services 2. How you will demonstrate your awareness of, and positive action on, tackling workforce inequality across employment, skills, pay and development. 3. How you will contribute to fighting climate change through the delivery of your services in a manner which influences your staff, suppliers and Buyers to support environmental protection and improvement.   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 provide 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 = 2000 characters per text box including spaces and punctuation. Three text boxes are provided.  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.  If your response is evaluated as scoring 0 you will be excluded from further participation in this competition. | |
| **AQA2 Marking scheme** | **Evaluation Guidance** |
| **100** | The bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The bidder’s response fully addresses 1 of the 3 component parts (a to c) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.  **OR** A response has not been provided to this question. |

**Section B – Lot Specific Award Questions - Lot 1**

| **AQB1 - Technical Solution Availability**  If you permit the reselling of your Services in Lot 2 as per SQ 1.15.2, do you confirm that the same Technical Solution (without amendment) would be available to a Buyer procuring with a Partner under Lot 2? | |
| --- | --- |
| **AQB1 Response Guidance**  Please answer ‘Yes’ or ‘No’.  Yes - The same Technical Solution (without amendment) would be available to a Buyer procuring with a Partner under Lot 2.  No - The same Technical Solution (without amendment) would not be available to a Buyer procuring with a Partner under Lot 2. | |
|  | **Evaluation Guidance** |
| **Yes** | You have selected option ‘Yes’ confirming that the same Technical Solution (without amendment) would be available to a Buyer procuring with a Partner under Lot 2. |
| **No** | You have selected ‘No’ confirming that the same Technical Solution (without amendment) would not be available to a Buyer procuring with a Partner under Lot 2.  If you have selected “No”, your services will not be offered for resale in Lot 2 regardless of your answer to SQ 1.15.2. |
| **N/A** | You indicated in SQ 1.15.2, that you do not permit the resale of your Services under Lot 2, or you are not bidding for Lot 1. |

| **AQB2 - Discounts**  If you permit the reselling of your Services in Lot 2 as per SQ 1.15.2, do you confirm that the same Discounts offered for Lot 1 will be available as a minimum for Buyers procuring with a partner under Lot 2? | |
| --- | --- |
| **AQB2 Response Guidance**  Please answer ‘Yes’ or ‘No’.  Yes - The same Discounts offered for Lot 1 will be available as a minimum for Buyers procuring with a partner under Lot 2.  No - The same Discounts offered for Lot 1 will not be available as a minimum for Buyers procuring with a partner under Lot 2. | |
|  | **Evaluation Guidance** |
| **Yes** | You have selected option ‘Yes’ confirming that the same Discounts offered for Lot 1 will be available as a minimum for Buyers procuring with a partner under Lot 2. |
| **No** | You have selected ‘No’ confirming that Confirm that the same Discounts offered for Lot 1 will not be available as a minimum for Buyers procuring with a partner under Lot 2.  If you have selected “No”, your services will not be offered for resale in Lot 2 regardless of your answer to SQ 1.15.2. |
| **N/A** | You indicated in SQ 1.15.2, that you do not permit the resale of your Services under Lot 2, or you are not bidding for Lot 1. |

| **AQB3 - Terms and Conditions when Partnering**  If you permit the reselling of your Services in Lot 2 as per SQ 1.15.2, do you confirm acceptance that the Framework Agreement, Collaboration Agreement (where Buyers calling-off from Lot 2 have stipulated there must be a Collaboration Agreement between the Lot 1 and Lot 2 Suppliers in their further competitions) and Template Call-Off Contract and that the same Special Terms apply if appointed with a partner under Lot 2? | |
| --- | --- |
| **AQB3 Response Guidance**  Please answer ‘Yes’ or ‘No’.  Yes - Confirm acceptance that Framework Agreement; Collaboration Agreement (where applicable) and Template Call-Off Contract and the same Special Terms apply if appointed with a partner under Lot 2.  No - Do not confirm acceptance that Framework Agreement; Collaboration Agreement (where applicable) and Template Call-Off Contract and the same Special Terms apply if appointed with a partner under Lot 2. | |
|  | **Evaluation Guidance** |
| **Yes** | You have selected ‘Yes’ confirming acceptance that Framework Agreement; Collaboration Agreement (where applicable) and Template Call-Off Contract and the same Special Terms apply if appointed with a partner under Lot 2. |
| **No** | You have selected ‘No’ confirming you do not accept that the Framework Agreement; Collaboration Agreement (where applicable) and Template Call-Off Contract and the same Special Terms apply if appointed with a partner under Lot 2  If you have selected “No”, your services will not be offered for resale in Lot 2 regardless of your answer to SQ 1.15.2. |
| **N/A** | You indicated in SQ 1.15.2, that you do not permit the resale of your Services under Lot 2, or you are not bidding for Lot 1. |

| **AQB4 - Technical Solution Offering**  The publicly available example service listings provided in cells I33 to I50 of the Lot 1 tab in Attachment 3 - Price Model Workbook are consistent with the Notes on Configuration that you have listed in the corresponding H33 to H50 cells and and have been evaluated to confirm they meet the requirements for Lot 1 as stated in Framework Schedule 2 - Specification. | |
| --- | --- |
|  | **Evaluation Guidance** |
| **Pass** | The publicly available example service listings provided in cells I33 to I50 of the Lot 1 tab in Attachment 3 - Price Model Workbook are consistent with the Notes on Configuration that you have listed in the corresponding H33 to H50 cells and are in the scope of Lot 1 for this framework. |
| **Fail** | The publicly available example service listings provided in cells I33 to I50 of the Lot 1 tab in Attachment 3 - Price Model Workbook are not consistent with the Notes on Configuration that you have listed in the corresponding H33 to H50 cells and are in the scope of Lot 1 for this framework. |

| **AQB5 – Disaster Recovery and Business Continuity**  Concisely describe how you comply with appropriate security standards and best practices, including your organisation’s approach to business continuity and disaster recovery. Please note that this question refers specifically to your own responsibilities but you can refer to other responsibility distinctions in your answer. | |
| --- | --- |
| **AQB5 Response Guidance**  In order to satisfy the requirement, and the question associated with the requirement, you must describe in detail:   1. Your approach to the Disaster Recovery and Business Continuity of your infrastructure. 2. How your organisation's security controls comply with universal security standards and how these help your organisation to secure any personally identifiable information that may be held inside your environment. 3. Your approach to ensuring data requests, access, processing and storage are properly documented for regulatory compliance.   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 provide 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 = 2000 characters per text box including spaces and punctuation. Three text boxes are provided.  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.  If your response is evaluated as scoring 0 you will be excluded from further participation in this competition for Lot 1. | |
| **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. |

| **AQB6 – Securing Your Services**  Describe how you maximise the security of your platform and services for the safety of Buyers. | |
| --- | --- |
| **AQB6 Response Guidance**  In order to satisfy the requirement, and the question associated with the requirement, you must describe in detail:   1. How your organisation maintains, monitors and communicates essential minimum security and performance levels of your infrastructure to Buyers when they are using your services. This may include providing transparency of relevant Service Level Agreements (SLAs) and audit reports. Please describe the mechanisms available and how customers access these. 2. How you provide Buyers with access to connected or integrated tooling that enables them to secure their own data and workloads held or processed in your environment more effectively.   Your response should be limited to, and focused on, each of the component parts of the question posed (a to b). You must not make generalised statements or provide 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 = 2000 characters per text box including spaces and punctuation. Two text boxes are provided. 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.  If your response is evaluated as scoring 0 you will be excluded from further participation in this competition for Lot 1. | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The bidder’s response fully addresses both of the component parts (a to b) of the response guidance above. |
| **50** | The bidder’s response fully addresses 1 of the 2 component parts (a to b) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed either of the component parts (a to b) of the response guidance above.  **OR** A response has not been provided to this question |

**Section C – Lot Specific Award Questions - Lot 2**

| **AQC1 - Terms and Conditions when Partnering**  Confirm you are willing to sign Collaboration Agreements with Suppliers who are successful on Lot 1 where Buyers Calling-Off from Lot 2 have stipulated there must be a Collaboration Agreement between the Lot 1 and Lot 2 Suppliers in their further competitions. | |
| --- | --- |
| **AQC1 Response Guidance**  Please answer ‘Yes’ or ‘No’.  Yes - We confirm that we are willing to sign Collaboration Agreements with Suppliers who are successful on Lot 1 where Buyers Calling-Off from Lot 2 have stipulated there must be a Collaboration Agreement between the Lot 1 and Lot 2 Suppliers in their further competitions.  No - We are not willing to sign Collaboration Agreements with Suppliers who are successful on Lot 1 where Buyers Calling-Off from Lot 2 have stipulated there must be a Collaboration Agreement between the Lot 1 and Lot 2 Suppliers in their further competitions.  Your bid will fail if you select ‘No’ in response to this question. | |
|  | **Evaluation Guidance** |
| **Pass** | You have selected ‘Yes’ confirming that you are willing to sign Collaboration Agreements with Suppliers who are successful on Lot 1 where Buyers Calling-Off from Lot 2 have stipulated there must be a Collaboration Agreement between the Lot 1 and Lot 2 Suppliers in their further competitions. |
| **Fail** | You have selected ‘No’ confirming that you are not willing to sign Collaboration Agreements with Suppliers who are successful on Lot 1 where Buyers Calling-Off from Lot 2 have stipulated there must be a Collaboration Agreement between the Lot 1 and Lot 2 Suppliers in their further competitions. |
| **N/A** | You are not bidding in Lot 2. |

| **AQC2 – In-Life Management and Optimising Value**  How will your organisation’s internal processes, policies and procedures enable you to support a Buyer throughout the term of a Call-Off contract, to maintain value for the Buyer. | |
| --- | --- |
| **AQC2 Response Guidance**  Please refer to Framework Schedule 2 - Specification for relevance to Lot-specific terminology.  In order to satisfy the requirement your response must describe in detail:   1. Your on-boarding/off-boarding approach and service transition including appropriate exit planning and implementation to minimise disruption to the Buyer. 2. How you will ensure customer service responsiveness and agree relevant SLAs you will make available to Buyers. 3. How you will resolve and manage issues and risks at all stages of a contract lifecycle   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 provide 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 = 2000 characters per text box including spaces and punctuation. Three text boxes are provided. 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.  If your response is evaluated as scoring 0 you will be excluded from further participation in this competition for Lot 2. | |
| **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. |

| **AQC3 – Value Added Capability**  How will your value-added service(s) help buyers to optimise their cloud usage by overcoming existing limitations? | |
| --- | --- |
| **AQC3 Response Guidance**  All Value Added Services discussed in this response must be within the scope of the Framework Schedule 2 - Specification, Section 6.8 (Lot Specific Requirements – Lot 2).  It is expected that all value added services referenced by a Bidder in their answer to this question have been entered into the Price Model Workbook and will form part of the supplier’s service catalogue for this agreement.  Please refer to Framework Schedule 2 - Specification for relevance to Lot specific terminology.  In order to satisfy the requirement your response must describe in detail:   1. How your service(s) will help buyers to reduce their dependence on Legacy infrastructure and applications. 2. The agility and flexibility your service(s) offer in supporting a Buyer’s preparedness to test or switch to (an) alternative cloud service supplier(s) 3. How your service(s) enable buyers to manage cloud costs to achieve economic sustainability during and beyond the life of the contract   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 provide 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 = 2000 characters per text box including spaces and punctuation. Three text boxes are provided. 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.  If your response is evaluated as scoring 0 you will be excluded from further participation in this competition for Lot 2. | |
| **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 three component parts (a to c) of the response guidance above.  **OR** A response has not been provided to this question. |

**Section D – Lot Specific Award Questions - Lot 3**

| **AQD1 – Professional Services**  How will your organisation provide quality cloud support and consultancy services which align to the Public Cloud deployment model through this framework agreement?  See Framework Schedule 2 - Specification, Section 6.7.3 for full information on the definition of Cloud Professional Services within this agreement. | |
| --- | --- |
| **AQD1 Response Guidance**  Responses should outline the best practice methodologies and expertise your organisation applies, including references to relevant Cloud Partner affiliations, capabilities and skills. In order to satisfy the requirement your response must describe in detail:   1. How you will support Buyers of your services to ensure that they are accessing consultancy services at an appropriate level or grade to meet their requirements. 2. How your approach to delivering Cloud Professional Services will apply appropriate methodologies and accountability models. 3. how you will ensure adherence to relevant Government Technology Standards throughout the lifetime of any Call-Off contract.   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 provide 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 = 2000 characters per text box including spaces and punctuation. Three text boxes are provided. 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.  If your response is evaluated as scoring 0 you will be excluded from further participation in this competition for Lot 3. | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The bidder’s response fully addresses 1 of the 3 component parts (a to c) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.  **OR** A response has not been provided to this question |

**Section E – Lot Specific Award Questions - Lot 4**

| **AQE1 – Service Provision**  The Buyer is looking to adopt Cloud services at all classifications while improving the efficiency and cost of delivering applications and data insights to its end users across the globe. To enable this, the Buyer requires services and capabilities with parity to those currently available on the Public Cloud and which provide granularity of service consumption reporting and the provision of a Pay as You Go billing model. | |
| --- | --- |
| **AQE1 Response Guidance**  Demonstrate how the platform you will provide for use at the SECRET classification will deliver parity (or partial parity) of service provision with Public Cloud.  In order to satisfy the requirement your response must describe in detail:   1. How in providing the platform for use at SECRET classification you will deliver parity of service against those delivered at below SECRET classifications. 2. How the billing model will give high levels of granularity and flexibility when applying charge allocations from the highest tier to the lowest most granular. 3. Your process to automate cost allocation in instances of Buyers scaling up or scaling down services, and how this and related consumption costs will be reflected in monthly consumption output. 4. How you will flexibly allocate resources and related consumption costs to other service users during the life of a Buyer’s Call-Off contract, in order to optimise use of resources and customer experience.   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 provide 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 = 2000 characters per text box including spaces and punctuation. Four text boxes are provided. 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.  If your response is evaluated as scoring 0 you will be excluded from further participation in this competition for Lot 4. | |
| **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. |

| **AQE2 – Security**  The Buyer is currently moving away from a single point of accreditation and implementing a Secure by Design approach where risks and threats are continually monitored and evaluated. | |
| --- | --- |
| **AQE2 Response Guidance**  Suppliers must demonstrate a continual approach to Secure by Design principles (adhering to NIST Cybersecurity Framework including NIST 800-37/53 and the National Cyber Security Centre’s  (NCSC) Cyber Security Design principles), maintaining a system whereby risks and threats are assessed on an ongoing basis and mitigations put in place.  In order to satisfy the requirement your response must describe in detail:   1. How you will assess, monitor and prioritise emerging external threats. 2. How you will identify, assess,monitor and prioritise system vulnerabilities. 3. How you will ensure Buyers are notified promptly either directly or indirectly via alerts/notifications?   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 provide 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 = 2000 characters per text box including spaces and punctuation. Three text boxes are provided. 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.  If your response is evaluated as scoring 0 you will be excluded from further participation in this competition for Lot 4. | |
| **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. |

| **AQE3 – Separation**  The Buyer is required to ensure there is physical separation between non-government infrastructure, particularly where multiple clients are hosted at a single location. | |
| --- | --- |
| **AQE3 Response Guidance**  Suppliers are required to demonstrate how the platform they will provide for use at SECRET classification (including all 3rd party cloud offerings) will meet the requirements of physical separation from non-government infrastructure, in addition to evidencing virtual / logical separation within the tenant’s estate between data classifications.  In order to satisfy the requirement your response must describe in detail:   1. How you ensure separation of non-government infrastructure. 2. How you ensure virtual and logical separation within the tenant within data classifications. 3. How you ensure 3rd party cloud offerings that may support the overall solution remain physically separated from other non-government infrastructure. 4. How you will ensure the platform will scale and retain performance.   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 provide 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 = 2000 characters per text box including spaces and punctuation. Four text boxes are provided. 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.  If your response is evaluated as scoring 0 you will be excluded from further participation in this competition for Lot 4. | |
| **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. |

| **AQE4 – Location of Data**  Demonstrate how the location of data will meet the Buyer’s security requirements at the SECRET level within List-X facilities. | |
| --- | --- |
| **AQE4 Response Guidance**  Suppliers are required to describe the controls and infrastructure they have in place to ensure data remains within the UK, unless specifically requested by the Buyer.  In order to satisfy the requirement your response must describe in detail:   1. Your approach to providing a LIST-X facility which must address whether it is intended to use the Supplier's own facility or a 3rd party facility, and if sponsorship will be required to attain LIST-X status. 2. The appropriate controls you will have in place to maintain necessary security of data in all stages including; data at rest, in transit, backup / archive, metadata, structured or unstructured. 3. The process you will apply in evidencing to the Buyer that all data will remain in the UK. 4. Your process to satisfy requests made by the Buyer to transfer data outside of the UK and how you will govern such requests.   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 provide 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 = 2000 characters per text box including spaces and punctuation. Four text boxes are provided. 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.  If your response is evaluated as scoring 0 you will be excluded from further participation in this competition for Lot 4. | |
| **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. |

# Price evaluation

This section contains information on how to complete Attachment 3 - Price Model Workbook and the price evaluation process.

11.1 Detailed guidance and instruction is contained within Attachment 3 - Price Model Workbook.

11.2 Bidders have the option to complete pricing within Attachment 3 - Price Model Workbook for Professional Services on Lot 1 and Lot 2. If Bidders do not enter values into these cells, they will not be able to offer Professional Services in Call-Off competitions for those Lots.

11.3 It is your responsibility to comply with the instructions contained within Attachment 3.

11.4 Failure to complete the Price Model Workbook in accordance with the instructions may result in your bid being deemed non-compliant and excluded from further participation in the procurement for the affected Lot(s).

11.5 We will calculate your price score using the process and evaluation criteria in Attachment 3 – Price Model Workbook.

11.6When we have completed the price evaluation you will have a price score out of 10 for every Lot you have submitted a bid for.

11.7Abnormally low tenders:

Where we consider that any of the prices you have submitted could potentially be **abnormally low,** we will ask you to explain the prices (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.

# Final decision to award

* 1. How we will calculate your final score

Provided you are compliant and have passed all pass/fail questions, we will add your quality score to your price score to calculate your final score.

Example:

| Bidder | Quality score | Social Value score | Price score | Final score |
| --- | --- | --- | --- | --- |
| (Maximum score available 80) | (Maximum score available 10) | (Maximum score available 10) | (Maximum score available 100) |
| Bidder A | 80.00 | 10.00 | 10.00 | 100.00 |
| Bidder B | 75.00 | 5.00 | 5.00 | 85.00 |
| Bidder C | 40.00 | 2.50 | 2.50 | 45.00 |

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 section 2 of Attachment 1 - About the Framework.

The maximum number of Bidders for Lot 2 and Lot 3 of this framework may increase where two (2) or more bidders have tied scores in last position only.

* 1. Reserved rights

For Lot 2, we reserve the right to award a Framework Contract to any Bidders whose final score is within 1% of the last position; the last position for Lot 2 is 30th position.

For Lot 3, we reserve the right to award a framework to any Bidders whose final score is within 5% of the last position; the last position for Lot 3 is 60th position.

**Example:**

**Lot 2**

If the Bidder in 30th place i.e. last position, has a final score of 60.00 the calculation we will use is:

Lot 2 - 30th place Bidder’s final score is 60.00

1% of 60.00 = 0.60

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

60.00 - 0.60 = 59.40

So, any Bidder whose final score is 59.40 or above will be awarded a Lot 2 place on the framework.

**Lot 3**

If the Bidder in 60th place i.e. last position has a final score of 60.00 the calculation we will use is:

Lot 3 - 60th place bidders 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.

* 1. Intention to Award

You can submit a bid for one or more Lots.

We will tell you if you have been successful or unsuccessful via the eSourcing tool. 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.

* 1. Framework Contract

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

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

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 = £5,000,000
* Professional Indemnity Insurance = £1,000,000
* Cyber Essentials Scheme Basic Certificate
* Your Shared Responsibility Model.
* ISO 9001 certificate
* ISO 27001 certificate
* ISO 27017 certificate
* ISO 27018 certificate

You are required to send the documentary evidence of the above 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.