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# Bid Pack for Open Market Competition

This procurement event will be conducted in accordance with the Public Contract Regulations 2015, specifically Chapter 8, Below Threshold Procurements.

**Attachment 2 – How to Bid Including Evaluation Criteria**

Contract Reference: CCHR21A13

Provision of Diversity Outreach Services for Graduate Recruitment

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# How To Make Your Bid

### Your bid must be made by the organisation that will be responsible for providing the deliverables if your bid is successful.

### You can submit a bid for one or more Lots.

### Remember to:

### Decline this Bid Pack if you do not wish to submit a response. If you Decline please provide a reason for doing so

### Enter your bid into the e-Sourcing Suite. We can only accept bids that we receive through the e-Sourcing Suite

### Make sure you answer every question

### 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 e.g. reports located on your website.

### Submit your bid in good time and before the bid submission deadline.

### Upload ONLY those attachments we have asked for in line with the requirements specified – any other supporting evidence, certificates for example, will be requested separately by us.

### If we **do not** require attachments and have specified this please only use the Text Boxes provided for your answer.

### Check for messages in the e-Sourcing Suite throughout the competition.

### Press the **Submit Response** button when your bid is ready, otherwise we will not be able to see it.

### If you are unsure, ask questions before the Clarification Questions Deadline.

# How The Questionnaires Are Structured:

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

2.2. QUALIFICATION ENVELOPE

• Key Participation Requirements – Pass/Fail

• Conflicts of Interest – Pass/Fail

• Information Only

2.3. TECHNICAL ENVELOPE

• Question 4 – Quality – Capability

• Question 5 – Quality – Service Delivery and Approach

• Question 6 – Quality – Security

2.4. COMMERCIAL ENVELOPE

• Question 7 – Price

### **QUALIFICATION ENVELOPE**

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| --- | --- | --- |
| **QUALIFICATION - KEY PARTICIPATION REQUIREMENTS**  **Response Guidance**  The following questions are ‘Pass/Fail’ questions. If Potential Bidders are unwilling or unable to answer “Yes”, their submission will be deemed non-compliant and shall be rejected. Potential Bidders should confirm their answer by selecting the appropriate option from the drop down menu. | | |
| **Question Number** | **Question** | **Your Response** |
| 1.1 | Do you accept the competition rules as described in Attachment 1 – About the Procurement? | Yes/No |
| 1.2 | Have you read, understood and accepted the Bid Pack and all associated attachments, specifically Attachment 3 - Statement of Requirements? | Yes/No |
| 1.3 | Do you agree, without caveats or limitations, that in the event that you are successful, Attachment 5 - Terms and Conditions will govern the provision of this contract? | Yes/No |
| 1.4 | Do you confirm your Organisation’s e-Sourcing suite profile is complete and accurate at the time the bid closed and that any amendments made following acceptance of this event will be notified to the buyer in writing? | Yes/No |
| 1.5 | Please confirm that you understand that CCS reserve the right to use a credit reference agency to obtain a financial risk score for you and any members of your consortium or any nominated guarantor(s)? | Yes/No |
| 1.6 | Do you agree without caveat or limitations that you will provide upon request any relevant Insurance or Accreditation certificates? | Yes/No |
| 1.7 | Please confirm that you hold a current and valid cyber essentials certificate awarded by one of the government approved Cyber Essentials accreditation bodies within the last 12 months (see: <https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>) and attach a copy of that certificate as part of their response. | Yes/No |
| 1.8 | Are your staff subject to at least equivalent to the Government Baseline Personnel Security Standard (BPSS)? | Yes/No |

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| **QUALIFICATION - CONFLICTS OF INTEREST**  **Response Guidance**  Question 2.1 is a ‘Yes/No’ question and will dictate whether or not question 2.2 needs to be answered.  Question 2.2 is a Pass / Fail question. Potential Bidders are required to provide details of how the identified conflict will be mitigated.  The Contracting Authority will review the mitigation in line with the perceived conflict of interest, to determine what level of risk this poses to them. Therefore, if Potential Bidders cannot or are unwilling to suitably demonstrate that they have suitable safeguards to mitigate any risk then their Bid will be deemed non-compliant and will be rejected. | | | |
| **Question Number** | **Question** | **Your Response** | |
| 2.1 | Please confirm whether you have any potential, actual or perceived conflicts of interest that may by relevant to this requirement. | | Yes/No |
| 2.2 | We require that any potential, actual or perceived conflicts of interest in respect of this Bid Pack are identified in writing and that companies outline what safeguards would be put in place to mitigate the risk of actual or perceived conflicts arising during the delivery of these services. | | Text Box |

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| **QUALIFICATION - INFORMATION ONLY**  **Response Guidance**  The following questions are for information only and do not form part of the evaluation. Information provided in response to these questions may be used in preparation of any Contract Award and any omissions may delay completion of this procurement. | | |
| **Question Number** | **Question** | **Your Response** |
| 3.1 | What are your details:   * Name (registered name if registered) * Office address (registered address if registered) * Website address (if applicable) * Date of registration (if applicable) or date of formation * Registration number (company, partnership, charity etc.) if applicable * DUNS number (of head office, if applicable) * VAT number | Text Box |
| 3.2 | What is your trading status:   * Public limited company * Limited company * Limited liability partnership * Other partnership * Sole trader * Third sector * Other | Text Box |
| 3.3 | Are you a Small, Medium or Micro Enterprise (SME)?  [See the definition of SME](https://ec.europa.eu/growth/smes/business-friendly-environment/sme-definition_en) | Text Box |
| 3.4 | Please provide details of where the Award Outcome should be directed. Your response must include their;   * Full Name * Role/Title * Registered Address * Email Address | Text Box |
| 3.5 | Please provide details of any sub-contractors you propose to use in order to meet your obligations should you be awarded a Contract. Your response must include their;   * Trading Name(s) * Registered Address(es) and contact details * Goods/Services to be provided | Text Box |

**TECHNICAL ENVELOPE Weighting 70%**

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| --- | --- | --- | --- | --- | --- |
| **TECHNICAL - QUALITY - CAPABILITY WEIGHTING 50%**  **Response Guidance** Potential Bidders MUST answer ALL the following questions. The method of response, page limit on attachments and evaluation criteria is set per question.  Unless otherwise specified, you must upload your response as attachments.  It is requested that attachments are submitted in Microsoft Word or Excel format and must be in Arial font size 11. Page limits include the use of headers footers and diagrams. Upload ONLY those attachments we have asked for – any other supporting evidence, certificates for example, will be requested separately by us  **No costings should be included in responses to this Question.** | | | | | |
| **Question Number** | **Question** | **Your Response** | **Minimum Acceptable Score** | **Maximum Available Score** | **Weighting** |
| 4.1 | Please describe how you will identify, attract and recruit students from lower SEB groups to the Graduate Development Programme. In your response, please explain your organisation’s expertise in this area and any evidence of how you have done this successfully for other clients. *Your response should not exceed 2 sides of A4 pages, font 11.* | Attachment | 33 | 100 | 35% |
| 4.2 | Please describe how you will deliver bespoke coaching and training to prospective lower SEB candidates for the Graduate Development Programme, both before applying and during the recruitment process. In your response, please provide any evidence of having done this successfully for other clients and any outcomes.  *Your response should not exceed of 2 sides of A4, font 11.* | Attachment | 33 | 100 | 35% |
| 4.3 | Please provide evidence of your expertise and knowledge of best practice in improving diversity outcomes in recruitment and outreach for lower SEB candidates. Your response must include how this will benefit and add value to the project.  *Your response to this question should not exceed 2 sides of A4, font 11.* | Attachment | 33 | 100 | 30% |

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| **TECHNICAL – QUALITY – SERVICE DELIVERY AND APPROACH WEIGHTING 40%**  **Response Guidance** Potential Bidders MUST answer ALL the following questions. The method of response, page limit on attachments and evaluation criteria is set per question.  Unless otherwise specified, response must be uploaded as attachments.  It is requested that attachments are submitted in Microsoft Word or Excel format and must be in Arial font size 11. Page limits include the use of headers footers and diagrams. Upload ONLY those attachments we have asked for – any other supporting evidence, certificates for example, will be requested separately by us  **No costings should be included in responses to this Question.** | | | | | |
| **Question Number** | **Question** | **Your Response** | **Minimum Acceptable Score** | **Maximum Available Score** | **Weighting** |
| 5.1 | Please describe your ability to manage the account end-to-end, including regular client liaison and management information updates. Please include an indicative plan of how this project would be resourced to deliver all aspects of the requirement.  Please also provide an indicative project plan for the delivery of the Services. Your response should note the Key Milestones set out in section 8 of the Statement of Requirements (attachment 3), demonstrating how you would achieve these milestones and who from your team would be involved in the delivery of this plan. *Your response should not exceed of 4 sides of A4, font 11.* | Attachment | 33 | 100 | 100% |

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| **TECHNICAL – QUALITY - SECURITY WEIGHTING 10%**  **Response Guidance** Potential Bidders MUST answer ALL the following questions. The method of response, page limit on attachments and evaluation criteria is set per question.  Unless otherwise specified, response must be uploaded as attachments.  It is requested that attachments are submitted in Microsoft Word or Excel format and must be in Arial font size 11. Page limits include the use of headers footers and diagrams. Upload ONLY those attachments we have asked for – any other supporting evidence, certificates for example, will be requested separately by us.  **No costings should be included in responses to this Question.** | | | | | |
| **Question Number** | **Question** | **Your Response** | **Minimum Acceptable Score** | **Maximum Available Score** | **Weighting** |
| 6.1 | Potential Providers should provide confirmation of whether any IT systems (e.g. any website(s) that they would deploy or utilise to meet any part of the requirement would be subjected to periodic independent penetration testing and, if so, set out their policy in relation to both the frequency of such testing and to applying remediation actions in response to any vulnerabilities identified in the penetration testing.  *The combined length of your response to all of the questions in Questionnaire 6 should not exceed 4 pages.* | Attachment | 33 | 100 | 15% |
| 6.2 | Potential Providers are asked to describe what methods they current support for sharing information/data securely with the customers/clients and how they would envisage ensuring that any information shared electronically with Authority staff or application candidates, engaged as part of this contract, is done securely.  *The combined length of your response to all of the questions in Questionnaire 6 should not exceed 4 pages.* | Attachment | 33 | 100 | 20% |
| 6.3 | Potential Providers should summarise what physical security measures in place in any data centres, or other buildings, which are used to host the IT systems, and which would be used store/process the Authority’s data. If the data centres that Potential Providers would use as described above have any current relevant independent security-related certification (i.e. such as ISO27001) they should provide copies of any relevant certificates as part of their response, making sure that those certificates are current and that they include a clear description of the scope of the certification.  *The combined length of your response to all of the questions in Questionnaire 6 should not exceed 4 pages.* | Attachment | 33 | 100 | 20% |
| 6.4 | Potential Providers are asked to confirm whether the pre-employment checks they subject their staff to are at least equivalent to the Government Baseline Personnel Security Standard. Where that is not the case Potential providers are asked to set out clearly what staff pre-employment checks they do carry out.  *The combined length of your response to all of the questions in Questionnaire 6 should not exceed 4 pages.* | Attachment | 33 | 100 | 15% |
| 6.5 | Potential Providers are requested to set out their approach to handling security breaches related specifically to customer data/information, covering each of the following aspects as a minimum:   * monitoring for any such security breaches * Providing initial notifications of such breaches to affected customers * Investigating identified security breaches * Reporting on security breaches to affected customers both during investigation and post-investigation. * Ensuring that lessons are learned, and the causes of security breaches are appropriately addressed.   *The combined length of your response to all of the questions in Questionnaire 6 should not exceed 4 pages.* | Attachment | 33 | 100 | 15% |
| 6.6 | Potential Providers are asked to describe the measures they have in place to ensure compliance with the Data Protection Act (DPA) 2018 and the UK General Data Protection Regulation (UK GDPR). They should also state clearly in which country, or countries, any Authority data processed/stored as part of their proposed solution would be hosted.  *The combined length of your response to all of the questions in Questionnaire 6 should not exceed 4 pages.* | Attachment | 33 | 100 | 15% |

**COMMERCIAL ENVELOPE Weighting 30%**

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| **COMMERCIAL - PRICE WEIGHTING 100% Response Guidance**  Potential Bidders must enter costs by uploading the relevant Attachment 4 - Price Schedule for the Lot(s) they have bid for at the question level on the e-Sourcing event.    Prices should be submitted in pounds Sterling inclusive of any expenses but exclusive of VAT. | | | | | |
| **Question Number** | **Question** | **Your Response** | **Minimum Acceptable Score** | **Maximum Available Score** | **Weighting** |
| 7.1 | Please confirm, by selecting ‘YES’ that you have attached a completed Price Schedule to the response to this question for the Lot(s) they have Bid for. In so doing, you are also confirming that prices offered are inclusive of any expenses, exclusive of VAT and firm for the period following the Deadline for Submission as stated in the Attachment 1 – About the Procurement. | Yes/No  Attachment |  | 100 | 100% |

# Award Criteria

### The award stage consists of a Qualification, Technical and Commercial evaluation.

### The award of the resultant contract will be on the basis of the ‘Most Economically Advantageous Tender’ (MEAT).

### **Award process - What you need to do**

### Answer the questions in section 2 above in the e-Sourcing suite.

### Complete the Attachment 4 – Price Schedule for the Lot(s) against which you are bidding.

### You must upload your completed Price Schedule into the e-Sourcing suite in the Commercial Envelope.

### **What we will do**

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| --- |
| **QUALIFICATION Envelope (Compliance Check)**  First, we will complete a mandatory evaluation to make sure that you have answered all questions and have completed the Attachment 4 - Price Schedule in line with our instructions. All bids passing the mandatory evaluation will be progressed to the Technical Evaluation. |
| **TECHNICAL Evaluation**  We will give your responses to the TECHNICAL questions to the Contracting Authority’s evaluation panel. Each evaluator will independently assess your responses to the technical questions using the response guidance and the evaluation criteria.  They will give a score and a reason for their score for each question they are assessing. The evaluators will enter the scores and reasons into the e-Sourcing suite.  If the evaluation panel wishes to clarify any areas of your bid, bid clarification questions will be issued via the e-Sourcing suite on an individual basis. |
| **Consensus**  Once the evaluators have independently assessed your answers to the questions we will arrange for the evaluators to meet. We will facilitate the discussion.  At this meeting, the evaluators will discuss the technical responses and review their scores and reasons for that score. The discussion will continue until they reach a consensus regarding the score, and reason for that score, for each question.  These final scores will be used to calculate your technical score for each Lot you have bid for.  If the evaluation panel wishes to clarify any areas of your bid, bid clarification questions will be issued via the e-sourcing suite on an individual basis. |
| **TECHNICAL Threshold**  If you have not met the minimum acceptable score for each question, you will be excluded from the competition and you will not receive a Commercial score. We will tell you that you have been excluded from the procurement and why at award stage. |
| **COMMERCIAL Evaluation**  We will consider your commercial response and conduct compliance checks, review if we consider your bid to be abnormal and conduct any clarifications required to formally evaluate your submission. This will be conducted in tandem with the technical evaluations and completed by a commercial evaluation panel.  We will only calculate your commercial score using the scoring mechanism outlined within the Bid Pack. However, if you failed to meet the minimum acceptable score during the technical evaluation you will not receive a score for the Commercial Envelope. If we wish to clarify any areas of your bid, bid clarification questions will be issued via the e-Sourcing suite on an individual basis. |
| **Final Score**  Your technical score will be added to your commercial score, to create your final score. |
| **Award**  Award(s) will be made to the successful bidder(s), subject to contract.  We will notify successful and unsuccessful bidder(s) providing feedback via the e-sourcing suite. |

# Marking Scheme

### The evaluation criteria set out below will be used during the Technical Evaluation:

|  |  |
| --- | --- |
| **Marking Scheme** | **Description** |
| **100 - Good** | The response fully meets all requirements with detail provided minimising risks to delivery.  The response is comprehensive and unambiguous, demonstrating a thorough understanding of the requirements and provides details of how the requirement will be met in full without additional support from the Contracting Authority, other than that outlined within the Statement of Requirements. |
| **66 – Acceptable – Minor Concerns** | The response is acceptable and meets all the basic requirements. However, the response, is not sufficiently detailed to minimise risk and/or the proposed approach may require additional support (in addition to that outlined in the Statement of Requirements) from the Contracting Authority to meet its deliverables. |
| **33 – Non Acceptable - Major Concerns** | The response has met some, but not all elements of the requirement, which poses risk that the proposal will not meet the deliverables required.  The response does not demonstrate a full understanding of the requirement posing major concerns. |
| **0 - Unsuitable** | The response does not meet any of the requirements or no response has been provided.  An unacceptable and/or non-compliant response with serious reservations, demonstrating no understanding of the requirement. |
|  |  |

# Qualification Envelope Evaluation

# Questions 1 and 2 are mandatory question(s) and will be evaluated PASS / FAIL. If you fail any of these questions, you will be excluded from the competition. We will tell you that your bid has been excluded.

# Technical Envelope Evaluation

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

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

### Please see table A below for an example of how your technical score will be calculated, please note that this table is for illustrative purposes only and does not necessarily reflect the questions and weightings being used to run this procurement.

**Table A – EXAMPLE ONLY**



# Commercial Envelope Evaluation

### This section contains information on how to complete Attachment 4 - Price Schedule and the commercial evaluation process.

### **How to complete your Attachment 4 – Price Schedule**

### Read and understand the instructions in the Attachment 4 - Price Schedule, and in this section before submitting your prices.

### Your prices should compare with the Technical submission.

### Your prices must be sustainable and inclusive of all costs for example your operating costs and profit.

### Your prices are to exclude VAT.

### Pricing is to be inclusive of expenses.

### The currency is British pounds sterling, up to two decimal places.

### The percentages submitted shall be up to two decimal places.

### We will investigate where we consider your bid to be abnormal.

### The prices submitted shall not exceed any existing commercial agreement rates.

### You must download and complete the Attachment 4 – Price Schedule for the Lot(s) you are submitting a bid for. Further detail may be provided within the Attachment 4 – Price Schedule.

### When you have completed your Attachment 4 - Price Schedule, you must upload this into the e-Sourcing Suite at the Commercial Envelope. If you do not upload your Attachment 4 – Price Schedule your bid may be rejected from this competition.

### Do not alter, amend or change the format or layout of the Attachment 4 – Price Schedule.

### **Commercial Evaluation Process**

### Commercial scores shall be calculated using pricing submitted as part of a compliant bid only and using the following process:

### We will check you have completed the Attachment 4 – Price Schedule as instructed.

### Failure to complete the Attachment 4 - Price Schedule as instructed may result in your bid being deemed non-compliant and it may be rejected from this competition.

### The commercial evaluation will be undertaken separately to the technical evaluation process.

### The commercial evaluation will be undertaken against each pricing tab/question detailed within Attachment 4 – Price Schedule

### The Bidder with the lowest price for each question will be awarded the maximum score available for that question.

### All other Bidders will get a score relative to the lowest total price for that question, calculated using the formula below.

### The calculation we will use to evaluate your total price per element, for each Lot you are bidding for, is as follows:

Commercial Score = Lowest total price \* maximum score available

Potential Bidder’s total price

### Once all question scores have been calculated, they will be added together and multiplied by the Commercial Envelope weighting to identify your Total Commercial Weighted Score.

### Please see table B below for an example of how your Commercial score will be calculated, please note that this table is for illustrative purposes only and does not necessarily reflect the questions and weightings being used to run this procurement.

**Table B – EXAMPLE ONLY**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  | **Bidder A** | | | | **Bidder B** | | | | **Bidder C** | | | |
| **Commercial Envelope** | **Envelope Weighting** | **Question** | **Question Weighting** | **Bid Submitted** | **Lowest Bid Submitted** | **Score** | **Weighted Question Score** | **Bid Submitted** | **Lowest Bid Submitted** | **Score** | **Weighted Question Score** | **Bid Submitted** | **Lowest Bid Submitted** | **Score** | **Weighted Question Score** |
| 7. Costs | 100% | 7.1 | 100% | £217,000.00 | £217,000.00 | 100.00 | 100.00 | £432,000.00 | £217,000.00 | 50.23 | 50.23 | £542,000.00 | £217,000.00 | 40.04 | 40.04 |
| **Commercial Envelope Total** |  |  |  |  |  |  | **100.00** |  |  |  | **50.23** |  |  |  | **40.04** |
| **Commercial Envelope Weighted Total @ 40%** |  |  |  |  |  |  | **40.00** |  |  |  | **20.09** |  |  |  | **16.01** |

### Where we consider any of the total price(s) you have submitted to be abnormal, we will ask you to explain the price(s) you have submitted (as required in regulation 69 of the Public Contract Regulations 2015).

# Final Decision to Award

### We will add your technical score to your commercial score to calculate your final score.

### Where the final score achieved by multiple Bidders ranks them in equal position and all such Bidders have achieved the Minimum Pass Mark or higher in all questions, the Bidder with the highest score for question 4.1, followed by question 4.2 (listed in order of importance), will be deemed the winner and awarded the Contract.

### Please see table C below for an example of how your technical score and commercial score will be added together to identify your final score. Please note that this table is for illustrative purposes only and does not necessarily reflect the questions and weightings being used to run this procurement.

**Table C – EXAMPLE ONLY:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | **Bidder A** | **Bidder B** | **Bidder C** |
| **Envelope** | **Envelope Weighting** | **Total Weighted Score** | **Total Weighted Score** | **Total Weighted Score** |
| Technical | 60% | 48.78 | 33.41 | 52.25 |
| Commercial | 40% | 40.00 | 20.09 | 16.01 |
| **Total Bid Score** | **100%** | **88.78** | **53.50** | **68.26** |
| **Rank** |  | **1** | **3** | **2** |

### The bidder with the highest final score, where the bid is deemed compliant, will be awarded the contract, where approved by the Contracting Authority.

# Further Information

* 1. You can submit a bid for one or more Lots. If you have submitted a bid for more than 1 Lot and are successful on more than 1 Lot, you will only be awarded a place on the Lot you have told us in question 3.6 is your preference.
  2. You can submit a bid for one or more Lots. If you have submitted a bid for more than 1 Lot and are successful on more than 1 Lot, you may be awarded up to a maximum of 2 Lots in line with the Award Criteria.
  3. All communications will be conducted via the e-Sourcing Suite, including notification of outcome.