



Crown
Commercial
Service

Invitation to tender

Attachment 2 – How to bid

RM6068 Technology Products and Associated Services

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1. How to make your bid

- 1.1 Ensure you read attachment 1 (About the Framework).
- 1.2 Your bid must be made by the organisation that will be contractually responsible for providing the Goods or Goods and Services if your bid is successful.
- 1.3 You may bid for one or more of the Lots, please ensure you read paragraph 3 of attachment 1 (About the Framework).
- 1.4 Your bid must be **entered into the eSourcing suite**. We can only accept bids that we receive through the eSourcing suite.
- 1.5 Upload ONLY those attachments we have asked for. Do not upload any attachments we haven't asked for.
- 1.6 Make sure you answer every question.
- 1.7 You must submit your bid before the bid submission deadline, please read paragraph 5 "Timelines for the competition" in attachment 1 (About the Framework).
- 1.8 If you are bidding for Lot 1 or Lot 4 (or both) you will need to complete questions applicable to Lots 2 & 3. The applicable questions are highlighted at paragraph 5 (Selection Questionnaire) and paragraph 8 (Award Process) below.
- 1.9 Press the Submit Response button in the eSourcing suite when your bid is ready, otherwise we will not be able to see it.
- 1.10 It will be our decision whether we will accept bids submitted after the bid submission deadline.
- 1.11 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.
- 1.12 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).
- 1.13 We may require you to clarify aspects of your bid in writing and/or provide additional information. Failure to respond within the time required, or to provide an adequate response may result in the rejection of your bid and your exclusion from this competition.

2. Selection stage

- 2.1 At the selection stage, we evaluate bidders' technical, professional and financial capabilities. We will ask a range of questions appropriate to the procurement. It is important that you answer these questions accurately.
- 2.2 If you are relying on any Key Subcontractors to provide the answers to the technical and professional ability or you are relying on a guarantor to pass the economic and financial assessment, they must complete Parts 2 and 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. Or they can provide you with their European Single Procurement Document (ESPD).

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 as stated in Attachment 1 (About the Framework), or not followed the instructions given in this ITT pack.
- 4.2 If we exclude you from the competition we will tell you and explain why.

5. Selection questionnaire

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

You have the option of responding to Part 2 and Part 3 by attaching Parts II and III of your European Single Procurement Document (ESPD).

If you are submitting an EU ESPD you must still complete Parts 2A, 2B, 4, 5, 6, 7, 8, 9, 10, and the declaration.

If you are bidding for Lots 1 or 4 (or both) you must also complete the Technical and Professional ability questions for Lots 2 & 3.

6. Award stage

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

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

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

When completing your bid you must:

- Read through the entire ITT pack specifically Framework Schedule 1 (Specification) carefully, and read more than once.
- Read each question, the response guidance, marking scheme and evaluation criteria.
- Read the contract 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).
- Allow plenty of time to complete your responses; it always takes longer than you think to submit
- Your prices should be in line with the service level you offer, in response to the award quality questions.

7. Award criteria

The Award Stage consists of a quality evaluation (see paragraph 9 of this document) and a price evaluation (see paragraph 11 of this document).

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

The weighting for the quality evaluation is 80 marks; and, the price evaluation is worth 20 marks.

8. Award process

8.1 What YOU need to do

- answer the quality questions in section A (Generic Questions) of the quality questionnaire in the eSourcing suite in the technical envelope.
- You must also answer the quality questions applicable to the Lot(s) you are Bidding for, as follows:
 - Lot 1 – you must complete the quality questions in section B (Lot 1 Hardware and Software and Associated Services), section C (Lot 2 Hardware and Associated Services), and section D (Lot 3 Software and Associated Services).
 - Lot 2 - you must complete the quality questions in section C (Lot 2 Hardware and Associated Services).
 - Lot 3 – you must complete the quality questions in section D (Lot 3 Software and Associated Services).
 - Lot 4 - you must complete the quality questions in section C (Lot 2 Hardware and Associated Services), section D (Lot 3 Software and Associated Services), and Section E (Lot 4 Information Assured Products and Associated Services).
 - If you are bidding for a combination of Lots you only need to complete the questions applicable to those Lots once. E.g. if you bid for Lots 1 and 2 you only need to complete the quality questions in section C (Lot 2 Hardware and Associated Services) once.
- Complete the correct Attachment 3 (price matrix) for the Lot(s) for which you are bidding.
- You must upload a completed price matrix for each Lot for which you are bidding into the eSourcing suite in the commercial envelope against the appropriate pricing question.

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 your responses to the quality and price questions have been completed 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.</p> <p>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.</p> <p>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.</p> <p>These final marks will be used to calculate your quality mark for each Lot you have bid for.</p>
4.	<p>Quality Threshold</p> <p>If you have received a zero (0) for any of the quality questions we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded from the competition and why.</p>
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 paragraph 11 – Price Evaluation.</p>
6.	<p>Final Score</p> <p>For each Lot your quality score will be added to your price score, to create your final score, as illustrated in paragraph 12 Final decision to award. For each Lot the final score that you need to achieve is eighty two (82) in order to be successful. If your final score is below 82 your bid for the Lot will be rejected and you will not be offered a framework contract.</p>
7.	<p>Award</p> <p>Awards will be made to the successful bidders following the standstill period, subject to contract.</p>

9. Quality Evaluation

- 9.1 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.
- 9.2 Each of the quality questions, in Sections A, B, C, D and Section E of the quality questionnaire will be independently assessed by our evaluation panel.
- 9.3 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 questions weighting to calculate your weighted mark for that question.
- 9.4 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.

10. Award quality questionnaire

- 10.1 The quality questionnaire is split into five sections:
 - Section A – Generic Questions
 - Section B – Lot 1 Hardware & Software & Associated Services
 - Section C - Lot 2 Hardware & Associated Services
 - Section D - Lot 3 Software & Associated Services
 - Section E - Lot 4 Information Assured Products & Associated Services

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

Section	Section Weighting	Question Number		Scoring Mechanism	Weighting per Lot			
					Lot 1	Lot 2	Lot 3	Lot 4
A <i>Generic Questions</i>		AQA1	Framework Management	0/33/66/100	3%			
		AQA2	Security Management	0/20/40/60/100	5%			
		AQA3	Buyer Service and Satisfaction	0/30/60/100	4%			
		AQA4	Management of Subcontractors	0/30/60/100	4%			
		AQA5	End User Support & Service Desk Support	0/20/40/60/100	4%			
B <i>Lot 1</i>		AQB1	Security Design	0/20/40/60/100	10%			
		AQB2	Network Infrastructure	0/20/40/60/100	10%			
C <i>Lot 2</i>		AQC1	Understanding Buyer Needs	0/20/40/60/100	5%	15%		5%
		AQC2	Logistics, Delivery Capabilities and Dead on Arrival	0/20/40/60/100	5%	15%		5%
		AQC3	System Integrations and Installation	0/20/40/60/100	5%	15%		5%
		AQC4	Quality & Future Product Direction	0/20/40/60/100	5%	15%		5%
D <i>Lot 3</i>		AQD1	Understanding Buyer Needs	0/20/40/60/100	6.67%		20%	6.67%
		AQD2	Added Value Services	0/20/40/60/100	6.67%		20%	6.67%
		AQD3	System Integrations and Installation	0/20/40/60/80/100	6.66%		20%	6.66%
E <i>Lot 4</i>		AQE1	Secure Operations and Risk Management	0/20/40/60/100				6.67%
		AQE2	Secure Disposals	0/20/40/60/100				6.67%
		AQE3	Secure Installations	0/50/100				6.66%

11. Price evaluation

This section contains information on how to complete the pricing matrixes and the price evaluation process.

- 11.1 There are four pricing matrixes, as follows:
 - Attachment 3 – pricing matrix Lot 1 Hardware and Software and Associated Services.
 - Attachment 3 – pricing matrix Lot 2 Hardware and Associated Services.
 - Attachment 3 – pricing matrix Lot 3 Software and Associated Services.
 - Attachment 3 – pricing matrix Lot 4 Information Assured Products and Associated Services.
- 11.2 You must complete the pricing matrix for the Lot(s) for which you are bidding.
- 11.3 Failure to complete each pricing matrix in conformity with the instructions contained in each pricing matrix and in this paragraph may result in your bid being deemed non-compliant and excluded from further participation in the procurement.
- 11.4 Your prices must be sustainable and include your operating overhead costs and profit.
- 11.5 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.
- 11.6 Your submitted prices must:
 - exclude VAT
 - be exclusive of expenses/travel and subsistence
 - be in British pounds sterling, up to two decimal places
- 11.7 Zero or negative bids will not be allowed. We will investigate where we consider your bid to be abnormally low.
- 11.8 You must submit a price, where one has been requested, in the cells highlighted in orange.
- 11.9 When you have completed your pricing matrix, you must upload this into the eSourcing suite against the corresponding question in the commercial envelope. If you do not upload your pricing matrix your bid may be rejected from this competition.
- 11.10 You can only submit one price matrix per Lot.
- 11.11 Do not alter, amend or change the format or layout of any of the pricing matrixes. If you do, your bid may be deemed non-compliant and excluded from further participation in this procurement.

12. Price Evaluation Process

This is how we will evaluate your pricing:

- 12.1 We will check you have completed all the orange cells within each price matrix for each Lot you are bidding for.
- 12.2 Failure to insert an applicable price may result in your bid being deemed non-compliant and it may be rejected from this competition.
- 12.3 Remember zero or negative prices will not be accepted.
- 12.4 The price evaluation will be undertaken separately to the quality evaluation process.
- 12.5 The maximum price mark available for each Lot is 20.
- 12.6 Each price matrix is based on a basket of Goods and Services. The composition of each basket, and the associated weightings and maximum marks associated with each component part of the basket is as follows:

Pricing Matrix Lot 1 - Hardware and Software and Associated Services (20 Marks)			
Question reference – AQF1	Price component 1 (Hardware Price)	Price component 2 (Software Price)	Price component 3 (Associated Services Price)
Weighting	40%	40%	20%
Maximum mark available for the component	8	8	4

Pricing Matrix Lot 2 - Hardware and Associated Services (20 Marks)	
Question reference – AQF2	Price Component 1 – Hardware Price
Weighting	100%
Maximum mark available for the component	20

Pricing Matrix Lot 3 - Software and Associated Services (20 Marks)	
Question reference – AQF3	Price Component 1 – Software Price
Weighting	100%
Maximum mark available for the component	20

Pricing Matrix Lot 4 – Information Assured Products and Associated Services (20 Marks)			
Question reference – AQF4	Price component 1 (Hardware Price)	Price component 2 (Software Price)	Price component 3 (IA Associated Services Price)
Weighting	40%	40%	20%
Maximum mark available for the component	8	8	4

- 12.7 For each component part, the bidder with the lowest price will be awarded the maximum mark available (as detailed in the table).
- 12.8 All other bidders will get a price mark relative to the lowest price for the component part.
- 12.9 The calculation we will use to evaluate your component part price, is as follows:

$$\text{Component part price Score} = \frac{\text{Lowest component part price}}{\text{Bidders component part price}} \times \text{maximum mark available for the component part}$$

The component part price scores will then be added together to give the total basket price score for the Lot. Where a basket is only comprised of one component part price score (reference pricing matrixes for Lot 2 and Lot 3) that will be the total basket price score for that Lot.

Example as follows, based on Pricing Matrix Lot 2 - Hardware and Associated Services (Prices are for illustrative purposes only):

Bidder A	Bidder B	Bidder C
Total basket price	Total basket price	Total basket price
£ 217,000.00	£ 434,000.00	£ 542,500.00

1. Bidder A has the lowest basket price of £217,000.00. Bidder A is awarded the maximum mark available for price, which is 20;
2. Bidder B submits a total basket price of £434,000.00. Bidder B is awarded a price score of 10
3. Bidder C submits a total basket price of £542,500.00 and is awarded a price score of 8.

13. Abnormally low tenders

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

14. Final decision to award

14.1 How we will calculate your final score

For each Lot we will add your quality score to your price score to calculate your final score.

Example:

Bidder	Quality score (Maximum score available 80)	Price score (Maximum score available 20)	Final score (Maximum score available 100)
Bidder A	80.00	20.00	100.00
Bidder B	70.00	15.00	85.00
Bidder C	60.00	12.00	72.00

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

For each Lot we will offer bidders whose final score is 82 or above a framework contract as set out in paragraph 3.1 of attachment 1 – about the framework.

14.2 Intention to award

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

At this stage, a standstill period of ten (10) calendar days will start, the term standstill period is set out in regulation 87(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.

14.3 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.

This means:

- Insurance certificates as per Attachment 2a selection questionnaire part 7.
- Cyber Essentials Certificate as per Attachment 2a selection questionnaire part 8.