



Crown  
Commercial  
Service

# Invitation to tender

## Attachment 2 – How to bid

### **RM6194 Back Office Software**

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## 1. How to make your bid

- 1.1 Your bid must be made by the organisation that will be responsible for providing the goods and/or services if your bid is successful.
- 1.2 Your bid must be **entered into the eSourcing suite**. We can only accept bids that we receive through the eSourcing suite.
- 1.3 Upload **ONLY** those attachments we have asked for. Do not upload any attachments we haven't asked for.
- 1.4 Make sure you answer every question.
- 1.5 You must submit your bid before the bid submission deadline, in paragraph 6 "Timelines for the competition" in attachment 1 - About the framework.
- 1.6 It will be our decision whether we will accept bids submitted after the bid submission deadline.
- 1.7 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.
- 1.8 If anything is unclear, or you are unsure how to complete your bid submission, you can raise a question before the clarification question deadline, via the eSourcing suite. Read paragraph 7 "When and how to ask questions" in attachment 1 - About the framework.
- 1.9 We may require you to clarify aspects of your bid in writing and/or provide additional information. Failure to respond within the time required, or to provide an adequate response will result in the rejection of your bid and your exclusion from this competition.

## 2. **Selection stage**

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

## 3. **Selection process**

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

## 4. **Selection criteria**

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

attachment 1 - About the framework paragraph 10, 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).

## 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 (attachment 8 Terms and Conditions).
- If you are unsure, ask questions before the clarification questions deadline. See paragraph 6 'Timelines for the competition' and paragraph 7 'When and how to ask questions' in attachment 1 - About the framework document
- Allow plenty of time to complete your responses; it always takes longer than you think to submit
- Your prices should be in line with the service level you offer, in response to the award quality questions.

## 7. **Award criteria**

The Award Stage consists of a quality evaluation (see paragraph 9 of this document) and a price evaluation (see paragraph 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 90 marks; and, the price evaluation is worth 10 marks.

## 8. **Award process**

### 8.1 What YOU need to do

- answer the quality questions Section A and Section B of the quality questionnaire in the eSourcing suite in the technical envelope.
- Complete the price matrix attachment 3
- Upload your completed price matrix into the eSourcing suite in the commercial envelope to question PQ1.

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

1.	<b>Compliance Check</b> First, we will do a check to make sure that you completed the pricing matrix in line with our instructions.
2.	<b>Quality Evaluation</b> We will give your responses to our evaluation panel. Each evaluator will independently assess your responses to the quality questions using the response guidance and the evaluation criteria. Each evaluator will give a mark and a reason for their mark for each question they are assessing. Each evaluator will enter their marks and reasons into the eSourcing suite.
3.	<b>Consensus</b> Once the evaluators have independently assessed your answers to the questions we will arrange for the evaluators to meet and we will facilitate the discussion. At this consensus meeting, the evaluators will discuss the quality of your answers and discuss their marks and reasons for that mark. The discussion will continue until they reach a consensus regarding the mark, and a reason for that mark, for each question. These final marks will be used to calculate your quality score.
4.	<b>Quality Threshold</b> If you have received a zero for any of the quality questions or if you have not met a minimum quality score of 63.42, 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. Refer to table B at paragraph 9 for an example of how your <b>quality score</b> will be calculated.
5.	<b>Evaluate Pricing</b> 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 using the evaluation criteria in Example A – Price Evaluation.
6.	<b>Final Score</b> Your quality score will be added to your price score, to create your final score as illustrated in Paragraph 12 Final decision to award.

7.	<b>Award</b> Awards will be made to the successful bidders following the standstill period, subject to contract.
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## 9. 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.

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

Each of the quality questions, Section B 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 questions weighting to calculate your weighted mark for that question.

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

Please see Table B below for an example of how your quality score will be calculated.

## 10. Award quality questionnaire

10.1 The quality questionnaire is split into three sections:

- Section A – Mandatory questions
- Section B – Generic questions

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

Table A

Section A - Mandatory Services		Marking scheme
AQA1	Mandatory Requirements	PASS / FAIL



<b>Section B - Generic Questions</b>		<b>Marking scheme</b>	<b>Weighting (%)</b>	<b>Total Quality Question Weighting (out of 90%)</b>
AQB1	Understanding Buyer and Product requirements	100/66/33/0	20%	18.00%
AQB2	Solution Support and Account Management	100/75/50/25/0	24%	21.06%
AQB3	Technical Capability	100/66/33/0	28%	25.02%
AQB4	Security	100/66/33/0	18%	16.02%
AQB5	Effective Stewardship of the Environment	100/75/50/25/0	10%	9.00%
Weighting Total			100%	90%

Table B - Example Quality Score

<b>Question</b>		<b>Mark Awarded</b>	<b>Total Quality Question Weighting (out of 90%)</b>	<b>Your weighted Quality mark</b>
AQB1	Understanding Buyer and Product requirements	66	18.0%	11.88
AQB2	Solution Support and Account Management	75	21.6%	16.02
AQB3	Technical Capability	100	25.2%	25.02

AQB4	Security	33	16.2%	5.35
AQB5	Effective Stewardship of the Environment	100	9.0%	9.00
Quality score				67.63

## 11. Price evaluation

This paragraph 11 contains information on how to complete the pricing matrix attachment 3 and the price evaluation process.

### 11.1 How to complete your pricing matrix:

Read and understand the instructions in the pricing matrix, and in this paragraph, before submitting your prices.

Your minimum percentage discounts must be sustainable and take into consideration your operating overhead costs and profit.

You should also take into account our management charge of 1% which shall be paid by you to us, as set out in the Framework Award form.

Your minimum percentage discounts submitted must :

- be a minimum of 0.5% for each band
- be the **minimum** discount you will offer
- be submitted as a percentage
- be submitted up to 2 decimal places
- exclude VAT.

Please note:

Zero or negative bids will not be allowed. We will investigate where we consider your bid to be abnormally low and/or abnormally high.

The minimum discount you must offer against each band is 0.5%.

**The discounts submitted will be the minimum you will offer under this framework. Discounts may be increased at the call-off stage. If Buyers or Deliverables are eligible for greater**

**discounts these must also be represented at call-off stage.**

Refer to Framework Schedule 3 – price.

You must:

- download and complete the pricing matrix attachment 3.
- provide a minimum percentage discount, where one has been requested, in the cells highlighted orange.
- when you have completed your pricing matrix, you must upload this into the eSourcing suite at question PQ1 in the commercial envelope. If you do not upload your pricing matrix your bid may be rejected from this competition.
- not alter, amend or change the format or layout of the pricing matrix attachment 3.

## 11.2 Price evaluation process

This is how we will evaluate your pricing:

We will check you have completed all the orange cells.

Failure to insert an applicable discount may result in your bid being deemed non-compliant and you may be rejected from this competition. Remember zero bids will not be accepted.

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

The maximum mark available is 10%. There are 10 total committed contract values bands each worth 1% of the total pricing score. You must submit a minimum percentage discount against each total committed contract value band. The bidder(s) with the highest discount per total committed contract value band will receive a weighted price score of 1%. All other bidders will receive a score relative to the highest percentage discount offered in each total committed contract value band - please see Example A for how this price score is calculated.

Your weighted price scores against each total committed contract value band will then be totalled together, to give you your overall price score.

Your Pricing score will be rounded to 2 decimal places.

## Example A

The calculation we will use to evaluate your price score against each total committed contract values is as follows:

$$\text{Weighted Price Score} = \frac{\text{Bidder minimum percentage discount}}{\text{Highest minimum percentage discount}} \times 1 \text{ (maximum mark available/weighted value)}$$

Your price score received against each total committed contract value will then be added together, to give you your total price score. Please note, to receive the maximum score of 10 a bidder would have to submit the highest minimum percentage discount across all bands.

Worked pricing example:

Total Committed Contract Value bands	Bidder A minimum percentage discount offered	Bidder B minimum percentage discount offered	Highest discount per band	Bidder A weighted price score	Bidder B weighted price score
£01 - £99,999	22	35	35	0.62	1
£100,000-£249,999	22	14	22	1	0.63
£250,000 - £499,999	19	22	22	0.86	1
£500,000 - £999,999	21	22	22	0.95	1
£1,000,000-£4,999,999	23	30	30	0.76	1
£5,000,000 - £9,999,999	30	29	30	1	0.96
£10,000,000 - £19,999,999	70	54	70	1	0.77
£20,000,000 - £29,999,999	67	85	85	0.78	1
£30,000,000 -£39,999,999	89	90	90	0.98	1
£40,000,000+	90	95	95	0.94	1
Total Price Score				8.89	9.36

Bidder B has the highest total of weighted price scores across the total committed contract value bands, therefore receiving a higher pricing score than Bidder A.

### 11.3 Abnormally low/high tenders

Where we consider any of the minimum percentage discounts you have submitted to have no correlation with the quality or the band value, your submission may be considered **abnormally low and/or high**. In this circumstance we will ask you to explain the minimum percentage discount(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.

## 12. Final decision to award

### 12.1 How we will calculate your final score

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

Example:

Bidder	Quality score	Price score	Final score
	(Maximum score available 90)	(Maximum score available 10)	(Maximum score available 100)
Bidder A	70.00	8.89	78.89
Bidder B	85	9.36	94.36

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

We will offer bidders a framework contract in accordance with the guidance set out in paragraph 4 of attachment 1 – about the framework.

There is no cap on the number of bidders who can be awarded a Framework Contract.

### 12.2 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.

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

### 12.3 Framework contract

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

This means:

- Insurance certificates as per selection questionnaire part 7
- Cyber Essentials certificate as per selection questionnaire part 8
- Skills & Apprentices as per selection questionnaire part 9