

Invitation to tender

Attachment 2 – How to bid

RM 6133 Employee Benefits

Contents

[1. How to make your bid 2](#_Toc508374634)

[2. Selection stage 2](#_Toc508374635)

[3. Selection process 3](#_Toc508374636)

[4. Selection criteria 3](#_Toc508374637)

[5. Selection questionnaire 3](#_Toc508374638)

[6. Award stage 4](#_Toc508374639)

[7. Award criteria 4](#_Toc508374640)

[8. Award process 4](#_Toc508374641)

[9. Quality Evaluation 6](#_Toc508374642)

[10. Award quality questionnaire 7](#_Toc508374643)

[11. Price evaluation 17](#_Toc508374644)

[12. Final decision to award 20](#_Toc508374645)

1. How to make your bid
   1. Your bid must be made by the organisation that will be responsible for providing the goods and services if your bid is successful.
   2. Your bid must be **entered into the eSourcing suite.** We can only accept bids that we receive through the eSourcing suite.
   3. Upload ONLY those attachments we have asked for. Do not upload any attachments we haven’t asked for.
   4. Make sure you answer every question.
   5. You must submit your bid before the bid submission deadline, this is set out at paragraph 5 “Timelines for the competition” in attachment 1 - About the framework.
   6. It will be our decision whether we will accept bids submitted after the bid submission deadline.
   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.
   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 6 “When and how to ask questions” in attachment 1 - About the framework.
   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, may result in the rejection of your bid and your exclusion from this competition.
2. 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. If you are relying on any key subcontractors to provide the answers to the technical and professional ability questions, or you are relying on a guarantor to pass the economic and financial assessment, they must complete Parts 2 and 3 for themselves.
   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.
   4. We have provided 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
   1. After the bid submission deadline we will check all bids to make sure we have received everything we have asked for.
   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. 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.
   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** for the question.
4. 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 paragraph 9 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.
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, 11 and the declaration.

1. 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 attachment 11 Framework Schedule 1 (Specification)carefully, and read more than once
* Read each question, the response guidance, marking scheme and evaluation criteria
* Read the contract terms.
* If you are unsure, ask questions before the clarification questions deadline See paragraph 5 ‘Timelines for the competition’ and paragraph 6 ‘When and how to ask questions’ in attachment 1 - About the framework document
* Allow plenty of time to complete your responses; it always takes longer than you think to submit
* Your prices should be in line with the service level you offer in response to the award quality questions.

1. 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 65 marks if you have not met a minimum quality score of 48.75, we will reject your bid and you will be excluded from the competition. The price evaluation is worth 35 marks.

1. Award process
   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 at question PQ1.

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

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| 1. | **Compliance Check**  First, we will do a check to make sure that you have completed the pricing matrix in line with our instructions. |
| 2. | **Quality Evaluation**  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. | **Consensus**  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. | **Quality Threshold**  If you have received a zero for any of the quality questions or if you have not met a minimum quality score of 48.75, 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 A at paragraph 10 for an example of how your **quality score** will be calculated. |
| 5. | **Evaluate Pricing**  Your pricing will be entered into the eAuction as stated in paragraph 11 Price Evaluation. |
| 6. | **Award**  The framework will be awarded to the bidder whose total transformed price is the lowest at the end of the eAuction and is ranked 1st. |

1. Quality Evaluation

Question QA1 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.

The quality questions in 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 question’s 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 A below for an example of how your quality score will be calculated.

Table A

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| QB1 | Online Benefits Platform | 25% | 100 | 100 | 25.00 |
| QB2 | Implementation and Exit Management | 17.5% | 100 | 100 | 17.50 |
| QB3 | Benefits | 25% | 100 | 100 | 25.00 |
| QB4 | Contract Management and Promotion | 17.5% | 100 | 100 | 17.50 |
| QB5 | Environmental Sustainability | 5% | 100 | 100 | 5.00 |
| QB6 | Security | 10% | 100 | 100 | 10.00 |
| **Total Weighted Quality Score** | | | | | **65.00** |

1. Award quality questionnaire
   1. The quality questionnaire is split into two sections:

* Section A – Mandatory questions
* Section B – Scored 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:

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|  | | | **Marking scheme** |
| **Section A – Mandatory service requirements** | | | |
| A1 | Compliance with Mandatory Service Requirements Framework Schedule 1 Specification | | Pass / Fail |
|  | | **Marking scheme** | **Weighting (%)** |
| **Section B – Scored Questions** | | | |
| B1 | Online Benefits Platform | 100/66/33/0 | **25.00%** |
| B2 | Implementation and Exit Management | 100/66/33/0 | **17.50%** |
| B3 | Benefits | 100/75/50/25/0 | **25.00%** |
| B4 | Contract Management and Promotion | 100/75/50/25/0 | **17.50%** |
| B5 | Social Values | 100/66/33/0 | **5.00%** |
| B6 | Security | 100/75/50/25/0 | **10.00%** |

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| **Section A – Mandatory service requirements** | |
| **A1 Compliance with Framework Schedule 1 (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 1 (Specification)?  Please answer ‘Yes’ or ‘No’  **Yes -** You will unreservedly deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification).  **No -** You will not, or cannot, deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification). | |
| **A1 Response guidance**  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 1 (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 1 (Specification) you will be excluded from further participation in this competition. | |
| **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 1 (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 1 (Specification). |

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| **Section B – Scored Questions** | |
| **B1 Online Employee Benefits Platform** | |
| **B1 Requirement:**  CCS requires you to provide a centrally branded Online Employee Benefits Platform together with maintenance of the platform to the Buyers to deliver the required benefits throughout the life of the framework/contract, in accordance with attachment 11 Framework Schedule 1 – Specification (paragraph 3). | |
| **B1 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Demonstrate the process you will have in place to create your centrally branded Online Employee Benefits Platform, which is capable of reflecting each Buyers individual identities, branded products and services, including how you will communicate this approach to Buyers when on-boarding in accordance with paragraph 3 of the Specification. 2. Demonstrate your approach to completing maintenance and upgrades on the Online Employee Benefits Platform, ensuring these are communicated effectively and do not affect Buyers’ day to day activities and access to the Online Employee Benefits Platform, providing a positive Buyer experience in accordance with paragraph 3.4 and 3.5 of the Specification. 3. Demonstrate your approach to developing management information dashboards with Buyers that are available via the Online Employee Benefits Platform and other required formats. Including how this approach will meet Buyer requirements in accordance with paragraph 13.19.3.13 of the Specification.   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 give 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 – 6,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in boxes B1(i), B1(ii) and B1(iii) each box has a character count of 2,000 characters. | |
| **Marking Scheme 100/66/33/0** | |
| **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. |

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| **B2 Implementation And Exit Management Strategy** | |
| **B2 Requirement:**  CCS requires you to have a process in place for implementing multiple Call-Off Contracts and on-boarding Buyers without interrupting access, while ensuring a smooth transition for all Buyers to new contract arrangements, in addition to having an Exit Management Strategy ensuring all current and historic data is securely cleansed in accordance with Call-Off Schedule 10 Exit Management and paragraph 13 of attachment 11 Framework Schedule 1 Specification. | |
| **B2 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Demonstrate your approach to implementing Call-Off Contracts, ensuring the smooth transition for a Buyer from one provider to another, including how this approach will ensure this does not affect the service provided, in accordance with paragraph 13.2 of the Specification. 2. Demonstrate your approach to on-boarding several Buyers at any one time, ensuring that you are able to continue to deliver the Benefits in all circumstances, and how this approach will ensure that adequate and appropriate resources are available at all times in accordance with paragraph 13.1.19 and 13.2.3.5 of the Specification. 3. Demonstrate the process you have in place for an Exit Management Strategy, to ensure a smooth exit takes place enabling you to deliver all requirements until the exit is complete in accordance with Call-Off Schedule 10 and paragraph 13.24 of the Specification.   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 give 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 – 6,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in boxes B2(i) and B2(ii) and B2(iii) each box has a character count of 2,000 characters. | |
| **Marking Scheme 100/66/33/0** | |
| **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 4 component parts (a to c) of the response guidance above.  OR  A response has not been provided to this question. |

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| **B3 BENEFITS** | |
| **B3 Requirement:**  CCS requires you to provide a comprehensive range of value for money Employee Benefits throughout the life of the Framework in line with Buyers’ internal policies, ensuring effective management of your supply chain, in accordance with attachment 11 Framework Schedule 1 – Specification (paragraph 13). | |
| **B3 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Demonstrate how you will ensure value for money service for each benefit while also providing a quality service in line with the Specification, including how this will be demonstrated to CCS and Buyers on an ongoing basis at both framework and Call-Off level in accordance with paragraph 13.22 of the Specification. 2. Demonstrate your approach to implementing, managing and maintaining a comprehensive range of good and services for each of the Employee Benefits, ensuring Buyers’ policies are understood and adhered to in accordance with paragraph 13 in the Specification. 3. Demonstrate the process you will have in place to manage the supply chain throughout the Framework Contract, including how you will ensure a quality service and operational efficiencies and manage critical points of failure in the supply chain to avoid disruption of service in accordance with paragraph 13.21 of the Specification. 4. Demonstrate your approach to incorporating additional or new benefits at the request of Buyers throughout a Call-Off Contract, in accordance with paragraph 13.1 of the Specification.   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 give 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 – 8,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in boxes B3(i) B3(ii) B3(iii) and B3(iv) each box has a character count of 2,000 characters. | |
| **Marking scheme 100/75/50/25/0** | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The bidder’s response fully addresses all 4 of the component parts (a to d) of the response guidance above. |
| **75** | The bidder’s response fully addresses 3 of the 4 component parts (a to d) of the response guidance above. |
| **50** | The bidder’s response fully addresses 2 of the 4 component parts (a to d) of the response guidance above. |
| **25** | The bidder’s response fully addresses 1 of the 4 component parts (a to d) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 4 component parts (a to c) of the response guidance above.  OR  A response has not been provided to this question. |

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| **B4 CONTRACT MANAGEMENT AND FRAMEWORK PROMOTION** | |
| **B4 Requirement:**  CCS requires you to provide high quality deliverables throughout the life of the Contract, ensuring continuous improvement and Buyer satisfaction as part of ongoing contract management and marketing of the Contract in accordance with the attachment 11 Framework Schedule 1 – Specification (paragraph 13). | |
| **B4 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Set out the process you will have in place for measuring, monitoring and improving Buyer satisfaction, and demonstrate how this process will enable you to resolve Buyer issues and prevent their re-occurrence in accordance with paragraph 13.23 of the Specification. 2. Demonstrate how you will manage, analyse and identify areas for improvement of the quality of your deliverables, and explain the process for implementing continuous improvement plans in accordance with paragraph 13.22 of the Specification. 3. Demonstrate your process to providing on-going Framework and Call-Off Contract management support to ensure quality service delivery in accordance with paragraph 13.18 of the Specification. 4. Demonstrate how you will conduct ongoing promotion and marketing of the Framework to individual Buyers to ensure effective take up of the benefits and online services in accordance with paragraph 13.3 of the Specification.   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 give 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 – 8,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in boxes B4(i) and B4(ii) B4(iii) and B4(iv) each box has a character count of 2,000 characters. | |
| **Marking Scheme 100/75/50/25/0** | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The bidder’s response fully addresses all 4 of the component parts (a to d) of the response guidance above. |
| **75** | The bidder’s response fully addresses 3 of the 4 component parts (a to d) of the response guidance above. |
| **50** | The bidder’s response fully addresses 2 of the 4 component parts (a to d) of the response guidance above. |
| **25** | The bidder’s response fully addresses 1 of the 4 component parts (a to d) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 4 component parts (a to d) of the response guidance above.  OR  A response has not been provided to this question. |

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| **B5 SOCIAL VALUE** | |
| **B5 Requirement:**    CCS requires you to promote, monitor and measure social value in the delivery of the goods and services, reflecting the key priorities outlined in attachment 11 Schedule 1 Specification (paragraph 13.20). | |
| **B5 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Demonstrate your approach ensuring a diverse supply chain is utilised and is accessible to all types of businesses, including where appropriate SMEs and VCSEs and how you would monitor and measure this. 2. Demonstrate how your organisation would perform the contract to ensure that environmental impacts (in terms of clean air, reducing the risks of harm from environmental hazards, mitigating and adapting to climate change and minimising waste) are reduced and how you would monitor and measure this. 3. Demonstrate how your organisation would perform the contract to ensure modern slavery risks are reduced and how you monitor this.   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 give 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 – 8,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in boxes B5(i) and B5(ii) B5(iii) and B5(iv) each box has a character count of 2,000 characters. | |
| **Marking Scheme 100/66/33/0** | |
| **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. |

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| **B6 SECURITY** | |
| **B6 Requirement:**  CCS requires you to describe how you will deliver the security assurance requirements and ensure that the specified timescales are met as detailed in attachment 11 Schedule 1 Specification at paragraphs 13.7 to 13.15. | |
| **B6 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Demonstrate your approach to ensuring your solution will achieve a high level of compliance by providing an outline list of the security controls derived from the security outcomes and objectives in accordance with paragraph 13.8.3 of the Specification. 2. Set out your approach to security risk assessment, demonstrating how you will undertake security testing to demonstrate the following in accordance with paragraph 13.10 of the Specification:  * design is compliant with the security controls * the live service solution is implemented in accordance with design * the associated procedural controls are in place to complement the technical controls  1. Explain the security architecture that will underpin the delivery of your solution, demonstrating appropriate personal, physical protection, infrastructure components (including the privileged access management (PAM)), and identifying where you are proposing to transfer responsibility to a third party in accordance with paragraph 13.8 of the Specification. 2. Set out how you will deliver the security assurance delivery requirements, demonstrating how the security products will be aligned to the overall implementation programme milestones and that a competent security team will be in place to produce them in accordance with paragraph 13.10 of the Specification.   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 give 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 – 8,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in boxes B6(i) and B6(ii) B6(iii) and B6(iv) each box has a character count of 2,000 characters. | |
| **Marking Scheme 100/75/50/25/0** | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The bidder’s response fully addresses all 4 of the component parts (a to d) of the response guidance above. |
| **75** | The bidder’s response fully addresses 3 of the 4 component parts (a to d) of the response guidance above. |
| **50** | The bidder’s response fully addresses 2 of the 4 component parts (a to d) of the response guidance above. |
| **25** | The bidder’s response fully addresses 1 of the 4 component parts (a to d) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 4 component parts (a to d) of the response guidance above.  OR  A response has not been provided to this question. |

1. Price evaluation

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

* 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 prices should compare with the quality of your offer.

Your prices must be sustainable and include 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

You should have read and understood the information on TUPE in paragraph 8 of attachment 1 – About the framework. You are reminded that it is your responsibility to take your own advice and consider whether TUPE is likely to apply and to act accordingly. You are encouraged to carry out your own due diligence exercise on the application of TUPE when completing your pricing matrix.

Your prices submitted must:

* + exclude VAT.
  + be in British pounds sterling
  + submitted up to two decimal places

Pricing will be based on:

1. eight (8) hour Working Day; and
2. rounded to the nearest 1p.

Zero bids will be allowed where there is no charge to the Buyer. We will investigate where we consider your bid to be abnormally low.

You may submit "zero bids" for any price elements, however, see paragraph 11.4 regarding abnormally low tenders.

You must download and complete the pricing matrix attachment 3.

Provide a price, or zero where there is no charge to the Buyer, where one has been requested in the cells highlighted blue to be evaluated.

Prices entered in the Green cells will not form part of the price evaluation.

The "Cost Component Breakdown" tables are mandatory and will form part of Framework Schedule 3 Framework Prices and Charging Structure to ensure price transparency and to assist verification of value for money in provision of the goods and services.

The "Cost Component Breakdown" cells highlighted orange should include a detailed breakdown of your total costs in percentage terms for each price you are quoting in the relevant tab.

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.

Do not alter, amend or change the format or layout of the pricing matrix attachment 3.

* 1. **Price compliance process**

We will check you have completed all of the mandatory cells as stated in attachment 3 Price Matrix instructions.

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

* 1. **eAuction Evaluation Process**

This is how we will evaluate your pricing:

Prices submitted will be evaluated using an electronic auction (“eAuction”).

eAuctions allow Bidders to bid in real time over an internet link for the goods and services specified.

Following the conclusion of the Quality Evaluation qualifying Bidders will be invited to participate in the eAuction

Bidders will be provided with their non-price score and rank prior to the commencement of the eAuction

Bidders will be provided with attachment 13 eAuction Rules which will clearly set out what is expected of each bidder within the eAuction and will detail the Rules governing the eAuction

Bidders will be provided with training on the eAuction system to allow them to familiarise themselves with the technology. In order to take part in the live eAuction participation in the practice eAuction is strongly recommended. Training confirmation and joining instructions will be issued to the invited bidders.

We will use a ‘Transformation eAuction’, as opposed to a ‘Lowest Price eAuction’, to determine which bidder offers the most economically advantageous bid.

Transformation eAuctions allow the Quality Scores achieved during the Quality Evaluation to transform prices submitted as part of the eAuction. This ensures that those bidders with a higher Quality Score will benefit.

For the purposes of this eAuction, the transformation weighting is based on 65% quality and 35% eAuction price.

To proceed to the transformation eAuction Bidders must reach a minimum quality threshold of 75% of the total quality marks available, which equates to a score 48.75

The following example shows how an individual transformational marking is arrived at using this ratio:

|  |  |
| --- | --- |
| Maximum Potential Quality Score (this is the Quality benchmark) | **65** |
| Bidder “A” Quality score | **50** |
| Score difference (i.e. 65 - 50 = 15) | **15** |
| Score percentage difference (15/65 x 100) | **23.07%** |
| Ratio (65% quality / 35% e-auction price) | **1.857** |
| Transformation weighting (score % difference 23.07% x ratio of 1.857) | **42.84%** |
| Transformational multiplier (1 + 42.84% Transformation weighting) | **1.4284** |

The transformational weighting for Bidder “A” is 42.84%, in practice this would mean that a transformation multiplier of 1.4284 will be used to automatically increase any prices submitted by Bidder “B” by 42.84%.

If a Bidder achieved the maximum potential quality score they would have a transformational multiplier of 1.000 using a similar calculation, therefore, their prices would not be automatically increased.

During the eAuction, only the best bid, the actual prices submitted and the overall ranking in the eAuction is visible to the Bidder. The transformed prices are only visible to the CCS.

* 1. **Abnormally low tenders**

Where we consider any of the prices you have submitted to have no correlation with the quality of your offer or to be **abnormally low** or will ask you to explain the price(s) you have submitted (as required in regulation 69 of the Regulations).

If your explanation is not acceptable, we will reject your bid and exclude you from this competition, we will inform you if your bid has been excluded and why.

1. Final decision to award
   1. **Intention to award**

The Bidder with a Transformed (or Total) Rank of #1 will be awarded the Framework subject to due diligence by the Category team (i.e. ALT assessment, etc)

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.

* 1. **Framework contract**

The framework will be awarded to the Bidder whose total transformed price is the lowest at the end of the eAuction and is ranked 1st.

Should the lowest Bidder decline to accept the contract post eAuction, then it will be offered to the next lowest Bidder until it has been accepted.

CCS reserves the right to not perform an eAuction and to revert to a sealed bid price evaluation, where the lowest price will be awarded maximum price score.

You must sign and return the framework award form within 10 days of framework award. 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 Cyber Essentials Certificate, ISO27001 Certificate and Insurance Certificates (including where your organisation proposes to use key subcontractors).