

Invitation to tender

Attachment 2 – How to bid

RM6118 Payment Acceptance

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1. How to make your bid
	1. Your bid must be made by the organisation that will be responsible for providing the Deliverables (e.g. Goods and/or services) if your bid is successful.
	2. You may bid for one or more of the lots, ensure you read paragraph 3.1 of Attachment 1 – About the Framework.
	3. Your bid must be **entered into the eSourcing suite.** We can only accept bids that we receive through the eSourcing suite.
	4. Upload ONLY those attachments we have asked for. Do not upload any attachments we haven’t asked for.
	5. Make sure you answer every question.
	6. You must submit your bid before the bid submission deadline, in paragraph 5 “Timelines for the competition” in Attachment 1 - About the framework.
	7. It will be our decision whether we will accept bids submitted after the bid submission deadline.
	8. 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.
	9. 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.
	10. 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. How to submit your bid in the eSourcing suite
	1. Your Bid must be **entered into the eSourcing suite**. We can only accept Bids that we receive through the eSourcing suite.
	2. Responses to the Selection Questionnaire (qualification envelope), Quality Questionnaire (technical envelope) and the Price Questionnaire (commercial envelope) must be answered online in the eSourcing suite.
	3. You are also required to complete and upload the following attachments (if applicable) to the relevant selection questions in the eSourcing suite:
* **Attachment 3 Pricing Matrix** – Complete the Pricing Matrix attachment for the lots, which you are bidding for and complete it in accordance with the instructions provided in this document for each Lot. Upload your completed Pricing Matrix for each Lot into the eSourcing suite in the commercial envelope to the relevant question as detailed in the table at paragraph 9.1 of this document.

There are 7 Pricing Matrixes these are:

* Attachment 3a - Pricing Matrix Lot 1
* Attachment 3b - Pricing Matrix Lot 2
* Attachment 3c - Pricing Matrix Lot 3
* Attachment 3d - Pricing Matrix Lot 4
* Attachment 3e - Pricing Matrix Lot 5
* Attachment 3e - Pricing Matrix Lot 6
* Attachment 3e - Pricing Matrix Lot 7
* **Attachment 4 Information and Declaration Workbook** – if you are relying upon any other organisation, key subcontractor or consortium member to meet the selection criteria, they must complete this attachment and you must upload it to the relevant Selection Question in the eSourcing Suite (qualification envelope).
* **Attachment 6 Consortia details** – if you are bidding as the lead member of a consortium, complete and upload this attachment to the relevant Selection Question in the eSourcing Suite (qualification envelope).
* **Attachment 7 Key Subcontractor details** – if you intend to use key subcontractors in your Bid, complete and upload this attachment to the relevant Selection Question in the eSourcing Suite (qualification envelope).
* **Attachment 9 Framework award population template** – complete and upload this attachment to the relevant Selection Question in the eSourcing suite, to enable us to populate your Framework Contract if you are successful in this competition.
* **Attachment 15 Optional Technical Services** – if you are bidding for either Lots 1, 2, 3, 4, 5 and 6 you must complete this attachment to the relevant question in the eSourcing Suite (technical envelope)
1. 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 or you are relying on a guarantor to pass the economic and financial assessment, they must complete Parts 2 and 3 of the Selection (qualification) questionnaire 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 of the Selection (qualification) questionnaire for themselves.
	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).
2. 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**.
3. Selection criteria
	1. We may exclude you from the competition at the Selection stage if:
* Your Bid is not compliant;
* 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 of Attachment 1 – About the Framework, or not followed the instructions given in this ITT pack.
	1. If we exclude you from the competition we will tell you and explain why.
1. Selection questionnaire
	1. Please refer to Attachment 2a – Selection (qualification) questionnaire. Remember you must complete the questionnaire online in the eSourcing suite (qualification envelope).
	2. 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).
	3. 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.
2. Award stage
	1. If you have successfully passed the Selection stage, you will proceed to the Award stage.
	2. We have tried to make our award stage as simple as possible, whilst achieving the best possible commercial outcomes.
	3. Your bid must deliver what our buyers need, at the best possible price you can give.
	4. When completing your bid you must:
* Read through the entire ITT pack specifically Attachment 10 Framework Schedule 1 (Specification), Attachment 10a Framework Schedule 1 (Specification Appendix A) and if bidding for Lot 6 Attachment 10b Framework Schedule 1 (Specification Appendix B). Read each attachment carefully and more than once;
* Read each question, the response guidance, marking scheme and evaluation criteria;
* Read the contract terms at Attachment 11 – Framework Contract documents;
* 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.
1. Award criteria
	1. The Award Stage consists of a Quality evaluation (see paragraph 10 and 11 of this document) and a Price evaluation (see paragraph 12 of this document).
	2. The award of this framework will be on the basis of the ‘Most Economically Advantageous Tender’ (MEAT).
	3. **Lots 1, 2, 3, 4, 5 and 6**

For Lots 1, 2, 3, 4, 5 and 6 the weighting for the Quality evaluation is 70 marks; and, the Price evaluation is worth 30 marks.

* 1. **Lot 7**

For Lot 7 the weighting for the Quality evaluation is 60 marks; and, the Price evaluation is worth 40 marks.

1. Award process
	1. What YOU need to do
* Answer the Quality questions in Section A, Section B and Section C of the Quality Questionnaire in the eSourcing suite (technical envelope).
* Complete the Pricing Matrix attachment for the lots, which you are bidding for. Upload your completed Pricing Matrix for each Lots into the eSourcing suite, in the commercial envelope to the relevant question in the below table.

|  |  |  |
| --- | --- | --- |
| Lot | Pricing Attachments to be completed | Upload completed pricing matrix to following questions |
| Lot 1 | Attachment 3a - Pricing Matrix Lot 1  | PQ1 |
| Lot 2 | Attachment 3b - Pricing Matrix Lot 2  | PQ2 |
| Lot 3 | Attachment 3c - Pricing Matrix Lot 3 | PQ3 |
| Lot 4 | Attachment 3d - Pricing Matrix Lot 4 | PQ4 |
| Lot 5 | Attachment 3e - Pricing Matrix Lot 5 | PQ5 |
| Lot 6 | Attachment 3f - Pricing Matrix Lot 6 | PQ6 |
| Lot 7 | Attachment 3g - Pricing Matrix Lot 7 | PQ7 |

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

|  |  |
| --- | --- |
| 1. | **Compliance Check**First, we will do a check to make sure that you have answered all the Quality questions and have completed the Price 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 for each lot you have Bid for.  |
| 4. | **Quality Threshold**If you have received a zero for any of the Quality questions applicable to the Lot(s) you are bidding for or if you have not met a minimum weighted Quality Score for each of the Lot(s) you are bidding for as detailed below 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. For Lots 1 to 6 the minimum weighted Quality Score you must meet is 35 out of 70.For Lot 7 the minimum weighted Quality Score is 30 out of 60.Refer to tables at paragraph 10 for an example of how your **Quality Score** for each lot will be calculated. |
| 5. | **Evaluate Pricing**We will then give your pricing to the Price evaluation panel, who are different evaluators from those who assessed your Quality responses.They will calculate your **Price Score** using the evaluation criteria in paragraph 12 ‘Price evaluation’ of this document. |
| 6. | **Final Score**Your Quality Score will be added to your Price score, to create your Final score as illustrated in paragraph 13 ‘Final decision to award’ of this document. |
| 7. | **Award** Awards will be made to the successful Bidders following the standstill period, subject to contract. |

1. Quality Evaluation
	1. Question A1 in Section A of the Quality Questionnaire is a mandatory question, applicable to the Lot(s) you are bidding for, 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.
	2. Question B1 (for Lots 1, 2, 3, 4, and 6 only) and B2 (for Lots 1,2,3,4,5 and 6 only) in Section B of the Quality Questionnaire are for information only and will not be evaluated. In the event that you are awarded a Framework Contract the information that you provide in response to these questions (e.g. B1 and B2) will be inserted into your Framework Contract.
	3. Questions C1, C2, C3, C4, C5, C6, C7, C8, C9, C10, C11, C12 and C13 in Section C of the Quality Questionnaire will each be scored, as detailed below.
	4. 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.
	5. Each of the Quality Questions, in Section C of the Quality Questionnaire will be independently assessed by our evaluation panel.
	6. 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.
	7. 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.
	8. Please see tables A (Lot 1), B (Lot 2), C (Lot 3), D (Lot 4), E (Lot 5), F (Lot 6) and G (Lot 7) below for an example of how your Quality Score will be calculated.

Table A – Lot 1

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Award Questions** | **Question Weighting** | **Maximum mark available** | **Your mark** | **Your weighted mark** |
| C1 | Online Management Tool | 14% | 100 | 100 | 14.00 |
| C2 | Fraud and Risk Management | 14% | 100 | 75 | 10.50 |
| C4 | Payment Gateway Services, Web-based Interfaces and Browser Support | 16% | 100 | 50 | 8.00 |
| C5 | Merchant Acquiring Set-up and Implementation | 16% | 100 | 66 | 10.56 |
| C7 | Account Management | 10% | 100 | 100 | 10.00 |
| **Weighted Quality Score** *(max 70)* | **53.06** |

Table B – Lot 2

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Award Questions** | **Question Weighting** | **Maximum mark available** | **Your mark** | **Your weighted mark** |
| C1 | Online Management Tool | 14% | 100 | 100 | 14.00 |
| C2 | Fraud and Risk Management | 15% | 100 | 75 | 11.25 |
| C4 | Payment Gateway Services, Web-based Interfaces and Browser Support | 15% | 100 | 50 | 7.50 |
| C5 | Merchant Acquiring Set-up and Implementation | 15% | 100 | 66 | 9.90 |
| C7 | Account Management | 11% | 100 | 100 | 11.00 |
| **Weighted Quality Score** *(max 70)* | **53.65** |

Table C – Lot 3

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Award Questions** | **Question Weighting** | **Maximum mark available** | **Your mark** | **Your weighted mark** |
| C1 | Online Management Tool | 18% | 100 | 100 | 18.00 |
| C2 | Fraud and Risk Management | 19% | 100 | 75 | 14.25 |
| C5 | Merchant Acquiring Set-up and Implementation | 19% | 100 | 66 | 12.54 |
| C7 | Account Management | 14% | 100 | 100 | 14.00 |
| **Weighted Quality Score** *(max 70)* | **58.79** |

Table D – Lot 4

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| --- | --- | --- | --- | --- |
| **Award Questions** | **Question Weighting** | **Maximum mark available** | **Your mark** | **Your weighted mark** |
| C1 | Online Management Tool | 14% | 100 | 100 | 14.00 |
| C2 | Fraud and Risk Management | 16% | 100 | 75 | 12.00 |
| C3 | Implementation and Integration for the provision of Gateway Services | 14% | 100 | 50 | 7.00 |
| C4 | Payment Gateway Services, Web-based Interfaces and Browser Support | 16% | 100 | 50 | 8.00 |
| C7 | Account Management | 10% | 100 | 100 | 10.00 |
| **Weighted Quality Score** *(max 70)* | **51.00** |

Table E – Lot 5

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| --- | --- | --- | --- | --- |
| **Award Questions** | **Question Weighting** | **Maximum mark available** | **Your mark** | **Your weighted mark** |
| C1 | Online Management Tool | 16% | 100 | 100 | 16.00 |
| C6 | Continuous Improvement | 12% | 100 | 100 | 12.00 |
| C7 | Account Management | 19% | 100 | 100 | 19.00 |
| C10 | PISP Services | 23% | 100 | 33 | 7.59 |
| **Weighted Quality Score** *(max 70)* | **54.59** |

Table F – Lot 6

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Award Questions** | **Question Weighting** | **Maximum mark available** | **Your mark** | **Your weighted mark** |
| C1 | Online Management Tool | 12% | 100 | 100 | 12.00 |
| C2 | Fraud and Risk Management | 13% | 100 | 75 | 9.75 |
| C7 | Account Management | 12% | 100 | 100 | 12.00 |
| C8 | Implementation Plan and Go-Live | 22% | 100 | 50 | 11.00 |
| C9 | Standards & Integration | 11% | 100 | 33 | 3.63 |
| **Weighted Quality Score** *(max 70)* | **48.38** |

Table G – Lot 7

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| --- | --- | --- | --- | --- |
| **Award Questions** | **Question Weighting** | **Maximum mark available** | **Your mark** | **Your weighted mark** |
| C11 | Strategic Advice | 22% | 100 | 66 | 14.52 |
| C12 | Project Team | 19% | 100 | 66 | 12.54 |
| C13 | Project Management | 19% | 100 | 100 | 19.00 |
| **Weighted Quality Score** *(max 60)* | **46.06** |

1. Award Quality Questionnaire
	1. The Quality Questionnaire is split into three sections:
* Section A – Mandatory requirement questions for all Lots
* Section B – Information only questions
* Section C – 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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| **Question**  | **Marking scheme**  | **Weighting %** |
| **Lot 1** | **Lot 2** | **Lot 3** | **Lot 4** | **Lot 5** | **Lot 6** | **Lot 7** |
| A1 | Compliance with FrameworkSchedule 1 (Specification) | Pass/Fail | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| B1 | Secure Customer Authentication (SCA) | Information Only | N/A | N/A | N/A | N/A |  | N/A |  |
| B2 |  | Information Only |  |  |  |  |  |  |  |
| C1 | Online Management Tool |  100/75/50/25/0 | 14% | 14% | 18% | 14% | 16% | 12% |  |
| C2 | Fraud and Risk Management | 100/75/50/25/0 | 14% | 15% | 19% | 16% |  | 13% |  |
| C3 | Implementation and Integration for the provision of Gateway Services |  100/75/50/25/0 |  |  |  | 14% |  |  |  |
| C4 | Payment Gateway Services, Web-based Interfaces and Browser Support | 100/75/50/25/0 | 16% | 15% |  | 16% |  |  |  |
| C5 | Merchant Acquiring Set-up and Implementation | 100/66/33/0 | 16% | 15% | 19% |  |  |  |  |
| C6 | Continuous Improvement | 100/66/33/0 |  |  |  |  | 12% |  |  |
| C7 | Account Management | 100/66/33/0 | 10% | 11% | 14% | 10% | 19% | 12% |  |
| C8 | Implementation Plan and Go-Live | 100/75/50/25/0 |  |  |  |  |  | 22% |  |
| C9 | Standards & Integration | 100/66/33/0 |  |  |  |  |  | 11% |  |
| C10 | PISP Services | 100/66/33/0 |  |  |  |  | 23% |  |  |
| C11 | Strategic Advice | 100/66/33/0 |  |  |  |  |  |  | 22% |
| C12 | Project Team | 100/66/33/0 |  |  |  |  |  |  | 19% |
| C13 | Project Management | 100/66/33/0 |  |  |  |  |  |  | 19% |

* 1. The Quality questionnaire is set out below:

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| **SECTION A – MANDATORY REQUIREMENTS Question** |
| **A1 Compliance with Framework Schedule 1 (Specification) – All Lots (1-7)** |
| Please select option **Yes** or **No** to indicate,that in the event you are awarded a Framework Contract,whether you will, or will not, unreservedly deliver in full, all the mandatory service requirements (applicable to the Lot(s) you are bidding for), as set out in Framework Schedule 1 (Specification).  |
| **A1 Response Guidance****All Bidders must answer this question.** **This question is evaluated Pass/Fail. If you cannot, or are unwilling to select Yes to this question, you will be excluded from this competition.** CCS requires the Supplier to provide deliverables which meet all the mandatory service requirements (applicable to the Lots you are bidding for) as set out in Framework Schedule 1 (Specification). You are required to select option **Yes** or **No,** from the drop down list in the eSourcing suite,to indicatethat in the event you are awarded a Framework Contract,whether you will, or will not, unreservedly deliver in full, all the mandatory service requirements (applicable to the Lot(s) which you are bidding for), as set out in Framework Schedule 1 (Specification).  |
| **Marking scheme** | **Evaluation guidance** |
| **Pass** | You have selected option **Yes** confirming that you will unreservedly deliver in full, all the mandatory service requirements, applicable to the Lot(s) you are bidding for, as set out in Framework Schedule 1 (Specification).  |
| **Fail** | You have selected option **No** confirming that you will not, or cannot, deliver in full, all the mandatory requirements, applicable to the Lot(s) you are bidding for, as set out in Framework Schedule 1 (Specification). OR You have not answered this question.  |

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| **SECTION B – INFORMATION ONLY QUESTIONS** |
| **B1 – Secure Customer Authentication (SCA) – Lots 1-4 & Lot 6 – Information Only** |
| **Requirement** CCS requires the Supplier to specify how they take advantage of SCA exemptions allowed under PSD2 as set out in paragraph 5.12 of Attachment 10a - Framework Schedule 1 (Specification Appendix A) Lots 1 – 6 Technical Requirements. |
| **B1 Response Guidance**All Bidders bidding for either Lots 1,2,3,4 or 6 must answer this question.This question is for information purposes only and will not be evaluated. However, in the event that you are awarded a Framework Contract, the details provided in response to this question will be inserted into your Framework Contract. **Maximum character count – 4,000 characters including spaces and punctuation.**You are required to insert your response to this question in the technical envelope in boxes B1(i), and B1(ii) each box has a character count of 2,000 characters. |

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| **SECTION B – INFORMATION ONLY QUESTIONS** |
| **B2 – Optional Technical Services – Lots 1 to 6** |
| **Requirement** CCS requires the Supplier to confirm which of the optional services it will provide, for the Lot(s) for which they have submitted a bid, in addition to the Mandatory requirements. |
| **B2 Response Guidance**All Bidders bidding for either Lots 1, 2, 3, 4, 5 and 6 must answer this question. This question is for information purposes only and will not be evaluated. However, in the event that you are awarded a Framework Contract, the details provided in response to this question will be inserted into your Framework Contract. To answer this question you must complete Attachment 15 - Optional Technical Services and upload this as an attachment to in the Technical envelope of the eSourcing Suite. |

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| **SECTION C – SCORED QUESTIONS** |
| **C1 Online Management Tool – Lots 1-6**  |
| **Requirement**:You are required to provide an Online Management Tool to support Buyers and the Authority which complies with the online management tool standards, as set out in Section 8 of Attachment 10a - Framework Schedule 1 (Specification Appendix A) Lots 1 – 6 Technical Requirements and Paragraph 3.2 of Attachment 10 - Framework Schedule 1 (Specification).Please set out and demonstrate how you will meet the requirement by fully addressing component parts a) to d) of the response guidance below. |
| **C1 Response Guidance**All Bidders must answer this question if bidding for Lots 1 to 6.**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, your response must: 1. Demonstrate how you will provide Buyers with an Online Management Tool that delivers the mandatory requirements as set out at paragraph 8.31 to 8.40 of Attachment 10a - Framework Schedule 1 (Specification Appendix A) Lots 1 - 6 Technical Requirements;
2. Demonstrate how your Online Management tool will have the functionality to allow Buyers to create bespoke reports;
3. Demonstrate how you will ensure that you recover, and maintain the integrity of, all Buyer data within the Online Management Tool in the event of failover;
4. Demonstrate how you will provide CCS with access to the Online Management Tool that delivers the mandatory requirements as set out at Paragraph 3.2 of Attachment 10 - Framework Schedule 1 (Specification).

Responses should be limited to, and focused on the question and component parts posed. You should refrain from making generalised statements and providing information not relevant to the topic. 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.** This character count cannot be exceeded within the eSourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation.You are required to insert your response to this question in the technical envelope in boxes C1(i), C1(ii) C1(iii) and C1(iv) each box has a character count of 2,000 characters. |
| **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 only 3 of the 4 component parts (a to d) of the response guidance above.  |
| **50** | The Bidder’s response fully addresses only 2 of the 4 component parts (a to d) of the response guidance above.  |
| **25** | The Bidder’s response fully addresses only 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. ORA response has not been provided to this question. |

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| **SECTION C – SCORED QUESTIONS** |
| **C2 – Fraud and Risk Management – Lots 1,2,3,4 and 6** |
| **Requirement**:The Authority requires the Supplier to manage risk in order to minimise and mitigate risk, and eliminate instances of fraud on transactions as set out in Section 5 of Attachment 10a - Framework Schedule 1 (Specification Appendix A) Lots 1 – 6 Technical Requirements.Please set out and demonstrate how you will meet the requirement by fully addressing component parts (a) to (d) of the response guidance below. |
| **C2 Response Guidance**All Bidders must answer this question if bidding for Lots 1, 2, 3, 4 and 6.**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, your response must: 1. Explain the risk management strategies you will have in place to prevent fraud, demonstrating how this will detect and reduce fraud on transactions;
2. Demonstrate the reporting processes you will have in place that will ensure you notify the Buyer of potentially fraudulent transactions, Watch/Block Lists and shared fraud data updates;
3. Demonstrate how you will enable Buyers to mark a transaction as fraudulent and how this will ensure any further processing of the transaction in question is halted;
4. Demonstrate how you will identify unusual patterns of activity in transactions and how you will ensure that Buyers are alerted to such activity immediately.

Responses should be limited to, and focused on the question and component parts posed. You should refrain from making generalised statements and providing information not relevant to the topic. 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.** This character count cannot be exceeded within the eSourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation.You are required to insert your response to this question in the technical envelope in boxes C2(i), C2(ii) C2(iii) and C2(iv) each box has a character count of 2,000 characters. |
| **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 only 3 of the 4 component parts (a to d) of the response guidance above.  |
| **50** | The Bidder’s response fully addresses only 2 of the 4 component parts (a to d) of the response guidance above.  |
| **25** | The Bidder’s response fully addresses only 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. ORA response has not been provided to this question. |

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| **SECTION C – SCORED QUESTIONS** |
| **C3 Implementation and Integration for the provision of Gateway Services – Lot 4** **only** |
| **Requirement**:The Authority requires the Supplier to work with Buyers, and their existing Buyer Payment Acceptance suppliers (Merchant Card Acquiring Services suppliers, payment gateway services, and Alternative Payment Method suppliers (APM)) to plan implementation and to integrate with the Gateway Services as set out in Section 3 of Attachment 10a - Framework Schedule 1 (Specification Appendix A) Lots 1 – 6 Technical Requirements.Please set out and demonstrate how you will meet the requirement by fully addressing component parts (a) to (d) of the response guidance below. |
| **C3 Response Guidance**All Bidders must answer this question if bidding for Lot 4.**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, your response must: 1. Demonstrate how you will work with Buyers and the Buyers’ existing Merchant Card Acquiring Services to ensure systems are integrated in line with Buyers requirements;
2. Explain how you will identify and resolve issues to ensure Buyers meet PCI-DSS compliance standards, explain how you will do this from the Call Off start date;
3. Demonstrate how you will work and agree an implementation plan with the Buyer for the transition of services, and how you will ensure the migration of any existing recurring payments received by the Buyers’ existing Merchant Card Acquiring Services and Payment Gateway Services in accordance with paragraph 3.16 of Attachment 10a - Framework Schedule 1 (Specification Appendix A) Lots 1 – 6 Technical Requirements;
4. Demonstrate how you will test the integration of all Gateway service and systems with the Buyer and the Buyers existing Merchant Acquiring Services suppliers and APM suppliers to ensure the end to end service works effectively. Your response must include your testing strategy, and outline functional, performance and user testing in accordance with paragraph 8.10 and 8.11 of Attachment 10a - Framework Schedule 1 (Specification Appendix A) Lots 1 – 6 Technical Requirements.

Responses should be limited to, and focused on the question and component parts posed. You should refrain from making generalised statements and providing information not relevant to the topic. 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.** This character count cannot be exceeded within the eSourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation.You are required to insert your response to this question in the technical envelope in boxes C3(i), C3(ii) C3(iii) and C3(iv) each box has a character count of 2,000 characters. |
| **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 only 3 of the 4 component parts (a to d) of the response guidance above.  |
| **50** | The Bidder’s response fully addresses only 2 of the 4 component parts (a to d) of the response guidance above.  |
| **25** | The Bidder’s response fully addresses only 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. ORA response has not been provided to this question. |

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| **SECTION C – SCORED QUESTIONS** |
| **C4 Payment Gateway Services, Web-based Interfaces and Browser Support – Lot 1, 2 & 4** |
| **Requirement**:The Authority requires the Supplier to provide Buyers with: Payment Gateway Services that will reliably process each transaction within 1 second; web-based interfaces that meet Level AA of the Web Content Accessibility Guidelines (WCAG) 2.0; and the equivalent level of web browser support as GOV.UK, as set out in Section 3 of Attachment 10a - Framework Schedule 1 (Specification Appendix A) Lots 1 – 6 Technical Requirements.Please set out and demonstrate how you will meet the requirement by fully addressing component parts (a) to (d) of the response guidance below. |
| **C4 Response Guidance**All Bidders must answer this question if bidding for Lots 1, 2, and 4.**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, your response must: 1. Demonstrate how the Payment Gateway Services you will provide will have the functionality to connect to the Buyer’s Merchant Card Acquiring Service and any additional Merchant Card Acquiring service as set out in paragraph 3.27 of Attachment 10a – Framework Schedule 1 (Specification Appendix A) Lots 1– 6 Technical requirement. Your response must demonstrate how you will ensure Buyers are not required to invest in a bespoke network or new infrastructure to facilitate the Merchant Card Acquiring Service;
2. Demonstrate how you will ensure that your Payment Gateway Services connectivity to Buyer’s Merchant Card Acquiring Service and any additional Merchant Card Acquiring service shall be secure with high capacity as set out in paragraph 3.27 of Attachment 10a – Framework Schedule 1 (Specification Appendix A) Lots 1– 6 Technical requirement, and to process each transaction within 250 msec;
3. Demonstrate how you will ensure that all web-based interfaces you provide to Buyers will be tested against and as a minimum comply with, Level AA of the Web Content Accessibility Guidelines (WCAG) 2.0 and UK Equality Act (2010) legislation as updated from time to time;
4. Demonstrate how, the browser support you provide will be tested against and as a minimum comply with the equivalent level of browser support as GOV.UK, documented at:

<https://www.gov.uk/service-manual/user-centred-design/browsers-and-devices>Responses should be limited to, and focused on the question and component parts posed. You should refrain from making generalised statements and providing information not relevant to the topic. 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.** This character count cannot be exceeded within the eSourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation.You are required to insert your response to this question in the technical envelope in boxes C4(i), C4(ii) C4(iii) and C4(iv) each box has a character count of 2,000 characters. |
| **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 only 3 of the 4 component parts (a to d) of the response guidance above.  |
| **50** | The Bidder’s response fully addresses only 2 of the 4 component parts (a to d) of the response guidance above.  |
| **25** | The Bidder’s response fully addresses only 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. ORA response has not been provided to this question. |

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| **SECTION C – SCORED QUESTIONS** |
| **C5 Merchant Acquiring Set-up and Implementation – Lots 1, 2 & 3**  |
| **Requirement**:The Authority requires the Supplier to set-up and assign merchant IDs (MIDs), terminal IDs (TIDs), and their groups, to Buyers, and link them to specific Buyer bank accounts to facilitate separation by lines of business, different teams and work streams, as set out in Attachment 10a - Framework Schedule 1 (Specification Appendix A) Lots 1 – 6 Technical Requirements.Please set out and demonstrate how you will meet the requirement by fully addressing component parts (a) to (c) of the response guidance below. |
| **C5 Response Guidance**All Bidders must answer this question if bidding for Lots 1, 2, and 3.**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, your response must: 1. Demonstrate how you will engage and work with Buyers in order to set-up and assign MIDs, TIDs, and their groups and demonstrate how you will ensure the set-up reflects the structure required by each Buyer;
2. Demonstrate how you will link Buyer’s MIDs, TIDs, and their groups to specific Buyer bank accounts and demonstrate how this will facilitate separation by lines of business, different teams, and work streams;
3. Demonstrate the process that you will use to verify the accuracy of the set-up of Buyer’s MIDs and TIDs, and all of the required separation, and demonstrate how this will ensure that the implementation has been completed correctly.

Responses should be limited to, and focused on the question and component parts posed. You should refrain from making generalised statements and providing information not relevant to the topic. 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.** This character count cannot be exceeded within the eSourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation.You are required to insert your response to this question in the technical envelope in boxes C5(i), C5(ii) C5(iii) and C5(iv) each box has a character count of 2,000 characters. |
| **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.ORA response has not been provided to this question. |

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| **SECTION C – SCORED QUESTIONS** |
| **C6 Continuous Improvement – LOT 5 only** |
| **Requirement**:You will be required to drive continuous improvement in order to identify the emergence of relevant, new and evolving technologies to improve the Services, as set out in section 6 of Attachment 10a - Framework Schedule 1 (Specification Appendix A) Lots 1 – 6 Technical Requirements. Please set out and demonstrate how you will meet the requirement by fully addressing component parts (a) to (c) of the response guidance below. |
| **C6 Response Guidance**All Bidders must answer this question if bidding for Lot 5.**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, your response must: 1. Demonstrate how you will prioritise and keep up to date with new payment innovations and technologies including the methodology you will use and how you will inform and make these available to Buyers;
2. Explain how you will manage the implementation of innovative solutions and demonstrate how this approach will ensure the effective delivery of Buyer requirements;
3. Set out the processes for identifying, improving and implementing efficiencies in your services and demonstrate how this approach may result in a reduction in the Fees.

Responses should be limited to, and focused on the question and component parts posed. You should refrain from making generalised statements and providing information not relevant to the topic. 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.** This character count cannot be exceeded within the eSourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation.You are required to insert your response to this question in the technical envelope in boxes C6(i),C6(ii) and C6(iii) each box has a character count of 2,000 characters. |
| **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.ORA response has not been provided to this question. |

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| **SECTION C – SCORED QUESTIONS** |
| **C7 Account Management – Lots 1-6**  |
| **Requirement**:You will be required to provide an Account Management service, which provides a proportionate level of support to meet differing Buyer requirements, as set out in paragraph 3.12 Attachment 10 - Framework Schedule 1 (Specification).Please set out and demonstrate how you will meet the requirement by fully addressing component parts (a) to (c) of the response guidance below.  |
| **C7 Response Guidance** All Bidders must answer this question if bidding for Lots 1 to 6.**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, your response must: 1. Demonstrate how you will ensure the Account Manager has the appropriate experience and qualifications, and demonstrate how your Account Management resource will ensure that all the requirements of each Call-Off Contract are met in accordance with paragraph 3.12 Attachment 10 - Framework Schedule 1 (Specification);
2. Explain the processes the Account Management team will follow to deal with differing Buyer requirements and demonstrate how you will ensure that a proportionate level of support is provided in accordance with paragraph 3.12 Attachment 10 - Framework Schedule 1 (Specification);
3. Demonstrate how you will manage customer complaints, including escalation procedures, and demonstrate how your process will ensure that they are resolved to the customer’s satisfaction in accordance with paragraph 3.12 Attachment 10 - Framework Schedule 1 (Specification).

Responses should be limited to, and focused on the question and component parts posed. You should refrain from making generalised statements and providing information not relevant to the topic. 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.** This character count cannot be exceeded within the eSourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation.You are required to insert your response to this question in the technical envelope in boxes C7(i),C7(ii) and C7(iii) each box has a character count of 2,000 characters. |
| **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.ORA response has not been provided to this question. |

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| **SECTION C – SCORED QUESTIONS** |
| **C8 Implementation Plan and Go-Live – LOT 6 only** |
| **Requirement**:We require you to work collaboratively with the Authority during the Implementation Period, including Co-Design, in order to ensure the Go-live date is achieved, as set out paragraph 3 Attachment 10b - Framework Schedule 1 (Specification Appendix B) Lot 6 Additional Technical Requirements Please set out and demonstrate how you will meet the Requirement by fully addressing component parts (a) to (d) of the Response Guidance below. |
| **C8 Response Guidance** All Bidders must answer this question if bidding for Lot 6.**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, your response must: 1. Demonstrate how you will ensure the implementation team that will lead and deliver the Implementation process have the appropriate qualifications, skills, experience and capacity to deliver as detailed in paragraph 3 Attachment 10b - Framework Schedule 1 (Specification Appendix B) Lot 6 Additional Technical Requirements;
2. Demonstrate the methodology that will be applied for multiple User Acceptance Tests to ensure adequate and appropriate resource and infrastructure requirements are provided at all times, including integration with governmental design requirements as detailed in paragraph 3.1 and 3.5 of Attachment 10b - Framework Schedule 1 (Specification Appendix B) Lot 6 Additional Technical Requirements;
3. Demonstrate the processes you will have in place to work with the Authority to identify, resolve and/or mitigate risks to delivery to ensure the go-live date is achieved;
4. Demonstrate how you will provide rapid on-boarding of Buyers with an objective to be ready to accept payment within 24 hours in accordance with paragraph 7.2 of Attachment 10b - Framework Schedule 1 (Specification Appendix B) Lot 6 Additional Technical Requirements; including details of the joining portal/tools that enables Buyers to monitor on-boarding progress.

Responses should be limited to, and focused on the question and component parts posed. You should refrain from making generalised statements and providing information not relevant to the topic. 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.** This character count cannot be exceeded within the eSourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation.You are required to insert your response to this question in the technical envelope in boxes C8(i), C8(ii) C8(iii) and C8 (iv) each box has a character count of 2,000 characters.  |
| **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 only 3 of the 4 component parts (a to d) of the response guidance above.  |
| **50** | The Bidder’s response fully addresses only 2 of the 4 component parts (a to d) of the response guidance above.  |
| **25** | The Bidder’s response fully addresses only 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. ORA response has not been provided to this question. |

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| **SECTION C – SCORED QUESTIONS** |
| **C9 Standards & Integration – Lot 6 only** |
| **Requirement**:We require you to demonstrate how your solution complies with Government and CCS Digital Service standards in accordance with annex b of the Attachment 10a - Framework Schedule 1 (Specification Appendix A) Lots 1 – 6 Technical Requirements. Please set out and demonstrate how you will meet the Requirement by fully addressing component parts (a) to (c) of the Response Guidance below. |
| **C9 Response Guidance**All Bidders must answer this question if bidding for Lot 6. **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, your response must: 1. Demonstrate your approach to designing the service, explaining how you will ensure the service complies with the [Government Service Standard](https://www.gov.uk/service-manual/service-standard) and [CCS architectural guidance](https://github.com/Crown-Commercial-Service/CCS-Architecture-Decision-Records);
2. Demonstrate how the service will use templates to comply with the [GDS Design System](https://design-system.service.gov.uk/);
3. Demonstrate how your service can provide REST-ful API endpoints and specifications to permit both pull- and push-based access to system data, including ensuring the security and integrity of such access.

Responses should be limited to, and focused on the question and component parts posed. You should refrain from making generalised statements and providing information not relevant to the topic. 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.** This character count cannot be exceeded within the eSourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation.You are required to insert your response to this question in the technical envelope in boxes C9(i), C9(ii) and C9(iii) each box has a character count of 2,000 characters. |
| **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.ORA response has not been provided to this question. |

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| **SECTION C – SCORED QUESTIONS** |
| **C10 PISP Services – LOT 5 only** |
| **Requirement**:You will be required to provide an on-boarding and transitioning service to Buyers, as set out in paragraph 6 of Attachment 10a - Framework Schedule 1 (Specification Appendix A) Lots 1 – 6 Technical Requirements. Please set out and demonstrate how you will meet the Requirement by fully addressing component parts (a) to (c) of the Response Guidance below. |
| **C10 Response Guidance** All Bidders must answer this question if bidding for Lot 5.**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, your response must: 1. Demonstrate how your APIs will protect Buyers from changes and differences between Open Banking (common standards only) and the wider PSD2 in accordance with paragraph 6.6 of Attachment 10a - Framework Schedule 1 (Specification Appendix A) Lots 1 – 6 Technical Requirements;
2. Describe how the mechanisms you will have in place will enable Buyers to provide payment refunds or chargebacks to consumers and how these will reference the original transaction;
3. Describe how the mechanism you will have in place will enable Payers to connect to their own bank account (operated by ASPSPs) to make eCommerce payments to Buyers via websites or other digital platforms in accordance with 6.1 of Attachment 10a - Framework Schedule 1 (Specification Appendix A) Lots 1 – 6 Technical Requirements.

Responses should be limited to, and focused on the question and component parts posed. You should refrain from making generalised statements and providing information not relevant to the topic. 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.** This character count cannot be exceeded within the eSourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation.You are required to insert your response to this question in the technical envelope in boxes C10(i), C10(ii) C10(iii) and C10(iv) each box has a character count of 2,000 characters. |
| **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.ORA response has not been provided to this question. |

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| **SECTION C – SCORED QUESTIONS** |
| **C11 Strategic Advice – Lot 7 only** |
| **Requirement**:CCS requires you to demonstrate you will be able to provide relevant, market leading strategic payment advice which will contribute to the customer’s payment strategy to senior stakeholders in accordance with paragraph 10 of Attachment 10 - Framework Schedule 1 (Specification).Please set out and demonstrate how you will meet the Requirement by fully addressing component parts (a) to (c) of the Response Guidance below. |
| **C11 Response Guidance**All Bidders must answer this question if bidding for Lot 7.**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, your response must: 1. Demonstrate how you will ensure the market leading strategic payment advice provided is in line with up to date developments and likely future developments;
2. Demonstrate how you translate your advice to be put into practice and to shape the customers payment strategy;
3. Explain how you will ensure the strategic payment advice you provide will be relevant to the customer’s strategic direction, policies and business goals.

Responses should be limited to, and focused on the question and component parts posed. You should refrain from making generalised statements and providing information not relevant to the topic. 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.** This character count cannot be exceeded within the eSourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation.You are required to insert your response to this question in the technical envelope in boxes C11(i), C11(ii), C11(iii) and C11 (iv) each box has a character count of 2,000 characters. |
| **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.ORA response has not been provided to this question. |

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| **SECTION C – SCORED QUESTIONS** |
| **C12 Project Team – Lot 7 only** |
| **Requirement**:You are required to ensure that project team members have suitable experience and skills to meet the Buyer requirements in accordance with paragraph 10 of Attachment 10 - Framework Schedule 1 (Specification.)Please set out and demonstrate how you will meet the Requirement by fully addressing component parts (a) to (c) of the Response Guidance below.  |
| **C12 Response Guidance** All Bidders must answer this question if bidding for Lot 7.**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, your response must: 1. Demonstrate how you will select and appoint your project team, to ensure they have the skills, experience, knowledge and qualifications commensurate with the roles to which they will be assigned, to ensure a successful project delivery;
2. Demonstrate the processes you will have in place to ensure continuity of project team members, including how you will ensure efficient transition to retain the knowledge gained during the project;
3. Demonstrate how you will manage mixed project teams containing individuals from the Buyer and your own team.

Responses should be limited to, and focused on the question and component parts posed. You should refrain from making generalised statements and providing information not relevant to the topic. 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.** This character count cannot be exceeded within the eSourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation.You are required to insert your response to this question in the technical envelope in boxes C12(i), C12(ii) C12(iii) and C12(iv) each box has a character count of 2,000 characters. |
| **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.ORA response has not been provided to this question. |

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| **SECTION C – SCORED QUESTIONS** |
| **C13 Project Management – Lot 7 only** |
| **Requirement**:You are required to provide project management methodology, tools and techniques to effectively manage the project in accordance with paragraph 10 of Attachment 10 - Framework Schedule 1 (Specification.)Please set out and demonstrate how you will meet the Requirement by fully addressing component parts (a) to (c) of the Response Guidance below.  |
| **C13 Response Guidance** All Bidders must answer this question if bidding for Lot 7.**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, your response must: 1. Demonstrate the methodologies you will follow to measure and report project deliverables and control costs, measured against outputs and milestones, in the Project Plan;
2. Demonstrate how you will ensure risks to the project are recorded, tracked, mitigated and escalated;
3. Demonstrate the process you will have in place to keep Buyers informed should projects be off track, including mitigating actions you will take to get the project back on track (e.g. scope creep).

Responses should be limited to, and focused on the question and component parts posed. You should refrain from making generalised statements and providing information not relevant to the topic. 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.** This character count cannot be exceeded within the eSourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation.You are required to insert your response to this question in the technical envelope in boxes C13(i),C13(ii), C13(iii) and C13(iv) each box has a character count of 2,000 characters. |
| **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.ORA response has not been provided to this question. |

1. Price evaluation

This paragraph 12 contains information on how to complete the Attachment 3 Pricing Matrixes and the price evaluation process.

* 1. **How to complete your Pricing Matrixes:**

You should read and understand the instructions in the relevant Pricing Matrix, and in this paragraph, before submitting your prices for each Lot which you are bidding for.

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 1.5%, which shall be paid by you to us, as set out in the Framework Award form and Framework Schedule 5 (Management Charges and Information).

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 exclusive of expenses/travel and subsistence
	+ be in British pounds sterling.
	+ be up to the number of decimal places stipulated in message that comes up on the cell you have clicked on

Where a percentage figure is required you must enter a to the number of decimal places stipulated in message that comes up on the cell you have clicked on

Zero and negative bids will not be allowed on any tab, with the exception ‘Card Acquiring Equipment tab’ which permits zero bids. We will investigate where we consider your bid to be abnormally low.

The prices submitted will be the maximum payable under this framework. Prices may be lowered at the call-off stage. Refer to Framework Schedule 3 – Framework prices.

You must download and complete the Attachment 3 – Price matrix for the lots you are submitting a bid for.

You must provide a price (£) or percentage (%), where one has been requested, in the cells highlighted yellow and green within the Pricing Matrix, applicable to the Lot(s) you are bidding for.

The values we have asked for in the cells highlighted in green are optional. The information submitted in the green cells will not be evaluated or form part of the Price Evaluation. However, the values submitted in the green cells will be inserted into your Framework Contract if you are successful in this competition.

You must input prices into the cells highlighted in yellow, in accordance with the instructions provided for each Lot. The prices submitted in the yellow cells will be used in the Price Evaluation and as such, failure to insert an applicable price may result in your Bid being rejected from this competition. Prices entered into the yellow cells will be incorporated into Annex 1 of Framework Schedule 3 – Framework prices.

For Lot 7 the daily rate (£) in yellow cells is based on the applicable grade (i.e. Managing Director or Junior Consultant) The day rate for Lot 7 must be based on an 8 hour working day excluding breaks.

When you have completed your Pricing Matrix, you must upload this into the eSourcing suite at the question relevant to the lot in the commercial envelope. Please refer to the table at paragraph 9.1 of this document for details of which question you should upload the Pricing Matrix to. 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) for each applicable Lot. You must not insert or attach any notes or comments into any of the worksheets, any additional information will be disregarded by CCS.

* 1. **Price evaluation process all Lots**

This is how we will evaluate your pricing:

We will check you have completed all the yellow and green cells, applicable to each Lot you are bidding for.

Failure to insert an applicable price may result in your bid being deemed non-compliant and may be rejected from this competition. Remember zero and negative prices will not be accepted on any tab, with the exception ‘Card Acquiring Equipment tab’ which permits zero bids only.

The Price evaluation will be undertaken separately to the Quality evaluation process.

* + 1. **How we will evaluate Lots 1, 2, 3, 4 and 5**

For Lots 1, 2, 3, 4 and 5 the Bidder with the lowest Total Basket Price will be awarded the maximum mark available (a price score of 30.00).

All other Bidders will get a price score relative to the lowest total basket price.

The calculation we will use to evaluate your total basket price, for each lot you are bidding for, is as follows:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Price Score  |  | Lowest Total Basket Price  |  | 30.00 (maximum mark available) |
| = |  | x |
|  | Bidders total basket price |  |

Example applicable for Lots 1, 2, 3, 4 and 5:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Bidder A |  | Bidder B |  | Bidder C |
| Total basket price |  | Total basket price |  | Total basket price |
| £ 3,000,000.00 |  | £ 5,300,000.00 |  | £ 7,200,000.00 |
|   |   |   |   |   |

1. Bidder A has the lowest basket price of £3,000,000.00. Bidder A is awarded the maximum mark available for price, which is 30.00;
2. Bidder B submits a Total Basket Price of £5,300,000.00. Bidder B is awarded a Price Score of 16.98
3. Bidder C submits a Total Basket Price of £7,200,000.00 and is awarded a Price Score of 12.50.
	* 1. **How we will evaluate Lot 7**

For Lot 7 the Bidder with the lowest Total Basket Price will be awarded the maximum mark available (a Price Score of 40.00)

All other Bidders will get a Price Score relative to the lowest total basket price.

The calculation we will use to evaluate your total basket price, for Lot 7, is as follows:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Price Score  |  | Lowest Total Basket Price  |  | 40.00 (maximum mark available) |
| = |  | x |
|  | Bidders total basket price |  |

Example applicable for Lot 7:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Bidder A |  | Bidder B |  | Bidder C |
| Total basket price |  | Total basket price |  | Total basket price |
| £ 4,500.00 |  | £ 7,500.00 |  | £ 10,500.00 |

1. Bidder A has the lowest basket price of £4,500.00. Bidder A is awarded the maximum mark available for price, which is 40.00;
2. Bidder B submits a Total Basket Price of £7,500.00. Bidder B is awarded a Price Score of 24.00.
3. Bidder C submits a Total Basket Price of £10,500.00 and is awarded a Price Score of 17.14.
	1. **Lot 6 eAuction process**

For Lot 6, the Prices submitted in your Attachment 3f – Pricing Matrix Lot 6 will be evaluated using an electronic auction (“eAuction”).

eAuctions allow Bidders to bid in real time over an internet link for the Deliverable (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 ranking prior to the commencement of the eAuction.

Attachment 13 – eAuction Rules clearly set out what is expected of each Bidder within the eAuction and will detail the rules governing the eAuction. Bidders are requested to make themselves familiar with the content of the eAuction rules in advance of the live eAuction.

Bidders will be provided with training on the eAuction system to allow them to familiarise themselves with the technology. We strongly recommend that Bidders attend the Bidder Training and participate in the practice eAuction in order for them to fully prepare for the live eAuction. It is also recommended that Bidders take the time to consider their bidding strategy and walk away price in advance of the live eAuction.

The Authority will use a ‘MEAT eAuction’, as opposed to a ‘Lowest Price eAuction’, to determine which Bidder offers the most economically advantageous tender for each lot.

MEAT eAuctions allow the Quality Scores achieved during the Quality evaluation to be incorporated into the eAuction to determine the overall rank. This ensures that those Bidders with a higher Quality Score will benefit.

For the purposes of this eAuction, the weighting is based on 70% Quality and 30% eAuction Price and the MEAT calculation is based on Proportional versus Best.

The following example shows how a bidders’ Price and Quality Score are combined to calculate the Proportional versus Best Total within the eAuction to determine the overall rank.

**Example for Lot 6:**

|  |  |
| --- | --- |
| Quality Weighting for Lot 6 | 70 % |
| Supplier (A) Scored a Quality Score of 49 (out of 70)*For the purpose of eAuction calculation this has to be converted to a score out of 100 e.g.**49 divided by 70 multiplied by a 100 = 70 Quality Score* | 70 Quality Score |
| Best Price Bid (lowest) | £100.00 |
| Supplier (A) Price Bid | £120.00 |
| Proportional vs.Best (PvB) Price(Best Price / Supplier A’s Price\*100) | = 83.33 |
| The Proportional versus Best Total Score for each supplier will be used to determine the overall ranking in the eAuction, it is calculated in real time within the Sourcing Suite as below: |
| (PvB x | (100 - quality weighting) | plus | (Supplier A quality score x quality weighting) | / 100 |
| (83.33 x | (100 - 70) | plus | (70 x 70) | / 100 |
| (83.33 x | 30 | plus | 4900 | / 100 |
| Proportional versus Best Total Score | 73.99 |

The Framework contract will be awarded to the Bidder whose Proportional versus Best Total Score is the highest and is ranked 1st at the end of the eAuction (subject to due diligence).

During the eAuction, only the leading bid, the actual prices submitted and the overall ranking in the eAuction is visible to Bidders. Suppliers will not have visibility of the PvB calculations.

Should the lowest Bidder decline to accept the offer of a Framework Contract for Lot 6 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 (a Price Score of 30.00).

In this instance, all other bids would be awarded a Price Score as follows:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Price Score  |  | Lowest Total Basket Price  |  | 30.00 (maximum mark available) |
| = |  | x |
|  | Bidders total basket price |  |

Each Bidder will be awarded a Final Evaluation Score as follows:

(Bidder Quality Score maximum score available 70) + (Bidder Price Score maximum score available 30) = Final Evaluation Score

The Bidder with the highest Final Evaluation Score will be declared the winning Bidder and will be awarded the framework contract.

* 1. Abnormally low tenders

Where we consider that any of the prices you have submitted to have no correlation with the quality of your offer or to be potentially **abnormally low** (for example, where there are significant variations from other submissions received), 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.

1. Final decision to award
	1. **How we will calculate your final score for Lots 1, 2, 3, 4, 5 and 7**

We will add your Quality score to your Price score to calculate your Final Score for each lot in which you are bidding.

Example applicable to Lots 1, 2, 3, 4 and 5:

|  |  |  |  |
| --- | --- | --- | --- |
| **Bidder** | **Quality score** | **Price score** | **Final score** |
| (Maximum score available 70) | (Maximum score available 30) | (Maximum score available 100) |
| Bidder A | 70.00 | 30.00 | 100.00 |
| Bidder B | 50.00 | 25.00 | 75.00 |
| Bidder C | 40.00 | 22.00 | 62.00 |

Example applicable to Lot 7:

|  |  |  |  |
| --- | --- | --- | --- |
| **Bidder** | **Quality score** | **Price score** | **Final score** |
| (Maximum score available 60) | (Maximum score available 40) | (Maximum score available 100) |
| Bidder A | 60.00 | 40.00 | 100.00 |
| Bidder B | 55.00 | 25.00 | 80.00 |
| Bidder C | 45.00 | 15.00 | 60.00 |

* 1. **Lots 1, 2, 3, 4, 5 and 7**

We will then rank all Final Scores from highest to lowest.

We will offer the number of bidders a Framework Contract as set out in paragraph 3.1 of Attachment 1 – About the framework.

The maximum number of places per lot as follows:

|  |  |
| --- | --- |
| Lot | Anticipated Maximum number of Suppliers per Lot |
| 1 | 8 |
| 2 | 8 |
| 3 | 8 |
| 4 | 8 |
| 5 | 10 |
| 7 | 10 |

The maximum number of Suppliers for Lots 1, 2, 3, 4, 5 and 7 of this framework may increase where two (2) or more Bidders have tied scores in the last position only.

**Reserved rights**

For Lots 1, 2, 3, 4, 5 and 7 we also reserve the right to award a framework to any Bidders whose final score is within 1% of the last position, the last position for Lots 1, 2, 3 and 4 is 8th position and for Lots 5 and 7 it is 10th Position.

Example for Lot 1:

If the Bidder in 8th place, last position, has a final score of 60.00.

The calculation we will use is:

Lot 1 - 8th place Bidder’s final score is 60.00.

1% of 60.00 = 0.60

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

60.00 – 0.60 = 59.40

So any Bidder whose final score is 59.40 or above will be awarded a place on Lot 1 of the Framework.

* 1. **Lot 6**

As per paragraph 12.3 of this paragraph the Bidder whose Proportional versus Best Total Score is the highest and is ranked 1st at the end of the eAuction will be awarded the single place on the Framework Contract for Lot 6 (subject to due diligence by the Category team i.e. ALT assessment)

* 1. Intention to award

You can submit a Bid for all or any combination of lots.

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.

* 1. 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:

* Employer’s (Compulsory) Liability Insurance
* Public Liability Insurance
* Professional Indemnity Insurance
* ISO 27001 or equivalent
* Cyber Essentials certification