



Crown
Commercial
Service

Invitation to tender

Attachment 2 – How to bid

RM6193 Software Design and Implementation Services

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1. How to make your bid

- 1.1 Your bid must be made by the organisation that will be responsible for providing deliverables (e.g. Goods and/or services) if your bid is successful.
- 1.2 Your bid must be **entered into the eSourcing suite**. We can only accept bids that we receive through the eSourcing suite.
- 1.3 Upload ONLY those attachments we have asked for. Do not upload any attachments we haven't asked for.
- 1.4 Make sure you answer every question.
- 1.5 You must submit your bid before the bid submission deadline, in paragraph 5 "Timelines for the competition" in attachment 1 - About the framework.
- 1.6 It will be our decision whether we will accept bids submitted after the bid submission deadline.
- 1.7 You must regularly check for messages in the eSourcing suite throughout the competition. You must log on to the eSourcing suite and access your message inbox for this competition to check for messages.
- 1.8 If anything is unclear, or you are unsure how to complete your bid submission, you can raise a question before the clarification question deadline, via the eSourcing suite. Read paragraph 6 "When and how to ask questions" in Attachment 1 - About the framework.
- 1.9 We may require you to clarify aspects of your bid in writing and/or provide additional information. Failure to respond within the time required, or to provide an adequate response will result in the rejection of your bid and your exclusion from this competition.

2. How to submit your bid in the eSourcing suite

- 2.1 Your bid must be **entered into the eSourcing suite**. We can only accept bids that we receive through the eSourcing suite.
- 2.2 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.
- 2.3 You are also required to complete and upload the following attachments (if applicable) to the relevant selection questions in the eSourcing suite:
 - **Attachments 2b Certificate of Past Performance** – you are required to have your customer populate this attachment to support your contract example you provided at part 11 technical and professional ability of the selection questionnaire in the eSourcing Suite (qualification envelope). You must have this

certificate of past performance signed by your contract customer. You must then attach the certificate to the relevant selection question in the eSourcing Suite (qualification envelope).

- **Attachment 3 Price Matrix** – complete the Price Matrix attachment in accordance with the instructions provided in paragraph 12 of Attachment 2 – How to bid. Upload your completed Price Matrix to question PQ1 in the eSourcing Suite (commercial envelope).
- **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** – you should complete this spreadsheet if you are bidding as the lead member of a consortium and attach to selection question 1.8.3 in the eSourcing Suite (qualification envelope).
- **Attachment 7 Key Subcontractor details** – you should complete this spreadsheet if you intend to use Key Subcontractors in your bid and attach to selection question 1.10.1 in the eSourcing Suite (qualification envelope).

3. Selection stage

- 3.1 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.
- 3.2 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 envelope) Questionnaire for themselves.
- 3.3 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 envelope) Questionnaire for themselves.
- 3.4 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 from other members of a consortium.
- 3.5 You must ensure you read the instructions contained within Attachment 2b certificate of past performance carefully and ensure that you allow plenty of time to send to your contract customer, for them to complete and return to you.

- 3.6 You are required to complete the appropriate certificate of past performance to support your contract example you are providing at part 11 technical and professional ability of the selection questionnaire in the eSourcing Suite (qualification envelope).
- 3.7 Remember we will contact the Contract Customer to verify the information provided in your certificate of past performance, if the Contract Customer cannot or will not verify the information provided or fails to respond to a verification request from CCS, your bid may be rejected and you will be excluded from the competition. We will tell you why your bid has been excluded. If you fail to provide the required certificate of past performance, you will be deemed non-compliant and you will be excluded from this competition.

4. Selection process

- 4.1 After the bid submission deadline we will check all bids to make sure we have received everything we have asked for.
- 4.2 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.
- 4.3 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.
- 4.4 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.

5. Selection criteria

- 5.1 We may exclude you from the competition at the selection stage if:
 - your bid is not complaint
 - you receive a 'fail' for any of the selection questions contained in part 11 technical and professional ability. For the avoidance of doubt, if a customer indicates OPTION B when completing TABLE B of Attachments 2b or cannot or will not verify the information you have provided, this will result in you being awarded a fail. If the Contract Customer fails to respond to a verification request from CCS this will also result in you being awarded a fail
 - 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.
- 5.2 If we exclude you from the competition we will tell you and explain why.

6. Selection questionnaire

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

7. Award stage

- 7.1 If you have successfully passed the selection stage, you will proceed to the award stage.
- 7.2 We have tried to make our award stage as simple as possible, whilst achieving the best possible commercial outcomes.
- 7.3 Your bid must deliver what our buyers need, at the best possible price you can give.
- 7.4 When completing your bid you must:
- read through the entire ITT pack specifically Attachment 1a 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 in Attachment 9 - 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.

8. Award criteria

- 8.1 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).
- 8.2 The award of this framework will be on the basis of the 'Most Economically Advantageous Tender' (MEAT).

- 8.3 The quality evaluation is 70 marks and the price evaluation is worth 30 marks.

9. Award process

9.1 What YOU need to do

- answer the quality questions section A, B and C of the Quality Questionnaire in the eSourcing suite in the technical envelope.
- Complete the Attachment 3 – Price Matrix for the lot for which you are bidding.
- Upload your completed price matrix into the eSourcing suite in the commercial envelope to question PQ1.

9.2 What WE will do at the award stage

1.	Compliance Check First, we will do a check to make sure that you 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 35 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.	<p>Evaluate Pricing</p> <p>We will then give your pricing to the price evaluation panel, who are different evaluators from those who assessed your quality responses.</p> <p>They will calculate your price score using the evaluation criteria in paragraph 12 'price evaluation' of this document.</p>
6.	<p>Final Score</p> <p>Your quality score will be added to your price score, to create your final score as illustrated in paragraph 13 Final Decision to award.</p>
7.	<p>Award</p> <p>Awards will be made to the successful bidders following the standstill period, subject to contract.</p>

10. Quality Evaluation

- 10.1 Question A1 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.
- 10.2 The question in section B is for information only and will not be evaluated, however you must answer the question.
- 10.3 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.
- 10.4 Each of the quality questions in section C of the Quality Questionnaire will be independently assessed by our evaluation panel.
- 10.5 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.
- 10.6 Each weighted mark for each question you have submitted a bid for will then be added together to calculate your quality score.
- 10.7 Please see tables A below for an example of how your Quality Score will be calculated.

Table A - example of how your quality score will be calculated.

Question		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
C1	Understanding Buyer Requirements	10%	100	66	6.60
C2	Technical Capability	20%	100	100	20.00
C3	Supply Chain	20%	100	66	13.20
C4	Account Management	10%	100	100	10.00
C5	COVID-19 recovery and Social Mobility	10%	100	100	10.00
Quality Score					59.80

11. Award Quality Questionnaire

11.1 The Quality Questionnaire is split into three sections:

- Section A – Mandatory service requirement question
- Section B – Information only question
- Section C – Evaluated questions

11.2 A summary of all the questions in the Quality Questionnaire, along with the marking scheme, for each question is set out below:

		Marking scheme
Section A – Mandatory service requirement question		
A1	Compliance with Mandatory Service Requirements Framework Schedule 1	Pass / Fail

Section B – Information only question		
B1	Solution deliverables	Information only

Section C – Evaluated questions		
C1	Understanding Buyer Requirements	100/66/33/0
C2	Technical Capability	100/75/50/25/0
C3	Supply Chain	100/66/33/0
C4	Account Management	100/75/50/25/0
C5	COVID-19 recovery and Social Mobility	100/50/0

Section A – Mandatory service requirement question	
A1 Compliance with Mandatory Service Requirements Framework Schedule 1 (Specification)	
<p>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).</p> <p>Please answer 'Yes' or 'No'</p> <p>Yes - You will, unreservedly deliver in full, all the mandatory requirements as set out in Framework Schedule 1 (Specification).</p> <p>No - You will not, or cannot, deliver in full, all the mandatory requirements as set out in Framework Schedule 1 (Specification).</p>	
<p>A1 Response guidance</p> <p>This is a PASS/FAIL question.</p> <p>If you cannot or are unwilling to select YES to this question, you will be disqualified from further participation in this competition.</p> <p>You are required to select either option YES or NO from the drop down list.</p> <p>Providing a YES response means you will unreservedly deliver in full all mandatory service requirements as set out in Framework Schedule 1 (Specification).</p> <p>If you selects NO (or does not answer the question) to indicate that they will not, or cannot, deliver in full, all the mandatory Goods and Services requirements as set out in Framework Schedule 1 (Specification) you will be excluded from further participation in this competition.</p>	
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	<p>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).</p> <p>OR</p> <p>You have not selected either 'Yes' or 'No'.</p>

Section B – Information only question
B1 – Solution deliverables
B1 Requirement:

CCS requires you to indicate which deliverables your organisation can provide by selecting the relevant options in the table below:

B1 Response Guidance

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.

Strategy	Please select 'Option Selected' if you are providing this service.
Architecture	Please select 'Option Selected' if you are providing this service.
Design	Please select 'Option Selected' if you are providing this service.
Software selection	Please select 'Option Selected' if you are providing this service.
Impact assessment	Please select 'Option Selected' if you are providing this service.
Implementation	Please select 'Option Selected' if you are providing this service.
Integration services	Please select 'Option Selected' if you are providing this service.
Data migration	Please select 'Option Selected' if you are providing this service.
Change management	Please select 'Option Selected' if you are providing this service.
Training	Please select 'Option Selected' if you are providing this service.
Onboarding	Please select 'Option Selected' if you are providing this service.
Business Process Automation	Please select 'Option Selected' if you are providing this service.

Section C – Evaluated questions

C1 – Understanding Buyer Requirements

C1 Requirement:

A full understanding of a Buyer's requirement is essential for successful delivery. Please refer to Attachment 1a - Framework Schedule 1 Specification, section 2

Question:

Please demonstrate how you will ensure that you have a comprehensive understanding of a Buyer's requirement before submitting a fully-costed proposal.

C1 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, your response must:

- a) set out your process for providing an initial assessment of a Buyer's statement of requirement and demonstrate how this approach will ensure you have a comprehensive understanding of it
- b) demonstrate how you will map the buyers functional and non-functional requirements against the skills and capabilities of teams and individuals within your organisation and/or sub-contractor partners, explaining the criteria employed to ensure this matches against the buyer requirements
- c) demonstrate how you will present a fully-resourced and costed proposal to the Buyer, including a delivery plan; a full breakdown of the resources and skills required; and time allocated (in days) per resource, and how you will ensure this proposal meets the Buyer's requirements.

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 C1(i), C1(ii), C1(iii) and C1(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 has fully addressed only 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.

Section C – Evaluated questions

C2 – Technical Capability

C2 Requirement:

Successful solution delivery requires an in-depth understanding of the products and services upon which the proposed solutions are based. Please refer to Attachment 1a - Framework Schedule 1 Specification, section 2.1.1 and 2.1.2.

Question:

Please demonstrate how you will develop and maintain a deep level of expertise and knowledge of the products and services in scope of this framework and how you ensure that customers obtain the best possible outcomes in relation to their requirements.

C2 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, your response must:

- demonstrate how you will ensure you develop and maintain a comprehensive understanding of the characteristics, capabilities and constraints of the main products you use as the basis for solutions offered to Buyers

- b) demonstrate how you will ensure you utilise your expertise to the benefit of the Buyer throughout the delivery of a requirement
- c) demonstrate how you will enable buyers to benefit from new product capabilities and explain how you will ensure continuous improvement through the sharing of knowledge and best practice gained on other projects.
- d) demonstrate how you will ensure that you recruit and retain sufficiently skilled resource to maintain a fully effective delivery capability for the duration of each Buyer engagement

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 C2(i), C2(ii), C2(iii) and C2(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 has fully addressed 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. OR A response has not been provided to this question.

Section C – Evaluated questions

C3 – Supply Chain

C3 Requirement:

You are required to work with the Buyer and their supply chain, sub-contractor(s), and subject matter experts to build highly effective collaborative working relationships to ensure the successful provision of the deliverables. Please refer to Attachment 1a - Framework Schedule 1 Specification, section 2.1.1.

Question:

Please demonstrate your organisation's capabilities regarding the management of supply chain and delivery partners.

C3 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, your response must:

- a) set out the processes you have in place to appropriately identify and appoint sub-contractors within your supply chain, and demonstrate how you will ensure that they are able to provide the deliverables to the required quality standard in accordance with Attachment 1a - Framework Schedule 1 Specification section 2.1.1.
- b) demonstrate the processes you have in place to appropriately identify and implement opportunities to improve on the quality of delivery and the operational efficiency within the supply chain, including how you will provide assurance of the continuity of supply throughout the duration of the Framework Contract and any Call Off Contracts established;
- c) set out your processes for problem solving, risk management and dispute resolution, including the relevant measures/triggers utilised for escalation, and demonstrate how your approach will ensure the successful provision of the deliverables

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 C3(i), C3(ii), C3(iii) and C4(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 has fully addressed only 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.

Section C – Evaluated questions

C4 – Account Management

C4 Requirement:

You are required to ensure the services you deliver meet the Buyers satisfaction and service levels throughout the life of the Contract, as set out at Framework Schedule 1 – Specification, section 2.1.9 and 2.1.12.

Question:

Please demonstrate how you will ensure that Buyers are satisfied with the services you deliver, and how will ensure that you meet the required Service Levels when delivering the services.

C4 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, your response must:

- a) demonstrate how your processes and procedures will resolve, to the Buyer's satisfaction, issues encountered in the course of service delivery. Your response should include examples of problem solving tools, remedial plans with timelines and the communication plans used.
- b) demonstrate how you agree and monitor resolution times and explain how you will obtain Buyer acceptance and sign-off of complaint resolution.
- c) demonstrate your process for determining the right resources and capabilities you will put in place to deliver service levels and account management for your Buyer's organisation, and how you will ensure these are maintained throughout the life of the contract. Your response must explain how you will incorporate account management plans, team roles and responsibilities documents into your process.
- d) demonstrate how you will agree and measure Buyer satisfaction with the quality of the deliverables you are providing, and how you will identify and prioritise improvements in order to ensure that you consistently meet service levels and agreed performance indicators.

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 C4(i), C4(ii), C4(iii) and C4 (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 has fully addressed only 1 of the 4 component parts (a to d) of the response guidance above.

0	<p>The bidder's response has not fully addressed any of the 4 component parts (a to d) of the response guidance above.</p> <p>OR</p> <p>A response has not been provided to this question.</p>
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Section C – Evaluated questions

C5 – COVID-19 recovery and Social Mobility

C5 Requirement:

You are required to describe your organisation's contributions to helping communities to manage and recover from the impact of COVID-19. Please refer to Attachment 1a - Framework Schedule 1 Specification, section 4.2.5.

Question:

Describe your organisation's contributions to helping communities to manage and recover from the impact of COVID-19 and to improve social mobility. This may include activities that, in the delivery of the contract:

- create employment, training and other return to work opportunities for those left unemployed by COVID-19, particularly for those who face barriers to employment and/or who are located in deprived areas.
- support people and communities to manage and recover from the impacts of COVID-19, including those worst affected or who are shielding.
- support organisations and businesses to manage and recover from the impacts of COVID-19, including where new ways of working are needed to deliver services.
- support the physical and mental health of people affected by COVID-19, including reducing the demand on health and care services.
- improve workplace conditions that support the COVID-19 recovery effort including effective social distancing, remote working, and sustainable travel solutions.

C5 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 demonstrate how your organisation will support the creation of employment, re-training and other return to work opportunities:

- a) for those left unemployed by COVID-19, particularly new opportunities in high growth sectors;
- b) for those who face barriers to employment and/or who are located in deprived areas, and/or work in industries with known skills shortages.

Your response for a) and b) should cover the following activities within the component parts:

- i) what activities you lead or contribute to, which have or will result in educational attainment relevant to the contract, including training schemes that address skills gaps and result in recognised qualifications.
- ii) how you will influence and support staff, suppliers, customers and communities through the delivery of the contract to support employment, skills opportunities, physical and mental wellbeing.
- iii) how you will plan and measure your progress against your objectives.

Guidance:

Your answer may include examples where you have improved social mobility and how you will adapt these to specific groups/ areas affected by COVID-19.

You may include examples of activities to create a diverse supply chain to deliver the contract including new businesses and entrepreneurs, start-ups, SMEs, VCSEs and mutuals.

Your response should be limited to, and focused on, each of the component parts of the question posed a to b. 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 C5(i), C5(ii), C5(iii) and C5(iv) each box has a character count of 2,000 characters.

Marking scheme 100/50/0

Marking scheme	Evaluation criteria
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100	The bidder's response fully addresses all 2 of the component parts (a to b) of the response guidance above.
50	The bidder's response fully addresses 1 of the 2 component parts (a to b) of the response guidance above.
0	The bidder's response has not fully addressed any of the 2 component parts (a to b) of the response guidance above. OR A response has not been provided to this question.

12. Price evaluation

This paragraph 12 contains information on how to complete the pricing matrix attachment 3 and the price evaluation process.

12.1 How to complete your pricing matrix:

You should read and understand the instructions in the Price Matrix, and in this paragraph, before submitting your prices.

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 6 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
- exclude travel and subsistence expenses
- be sustainable and include your operating overhead costs and profit.
- take into account CCS's management charge of 1%
- be in British pound sterling, up to two decimal places
- be based on a eight (8) hour Working Day, exclusive of breaks including lunch.

Please note each day rate must be a minimum of £69.76 (ie 8(hrs) x £8.72 (National Living Wage). Failure to adhere to this may result in your bid being deemed non compliant.

Negative and zero bids will not be allowed. Failure to adhere to this may result in your bid being deemed non compliant.

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.

You must provide a price, where one has been requested, in the cells highlighted yellow.

You must provide a price in cells highlighted blue for the regions you can provide. If you are successful, the prices submitted in the blue cells will be incorporated into Framework Schedule 3 - Framework Prices.

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 Price 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.

12.2 Price evaluation process

This is how we will evaluate your pricing:

We will check you have completed all the yellow cells.

Failure to insert an applicable price may result in your bid being deemed non-compliant. If your bid is deemed non-compliant it may be rejected. Remember negative and zero prices will not be accepted.

12.3 How we will evaluate

The maximum mark available for the Price Evaluation is 30.

The pricing will be evaluated on the basis of a “**Price Score**” which will consist of the marks awarded for each group as below:

Group Prices	Maximum Mark Available
Group A	10.00
Group B	10.00
Group C	10.00

The lowest total price in each group will be awarded the maximum mark available for that group.

All other Bidders will get a mark relative to the lowest bid for that group.

The calculation we will use to evaluate your mark for each group A to C is as follows:

$$\text{Mark} = \frac{\text{Lowest total price}}{\text{Bidders total price}} \times \text{Maximum mark available}$$

Example below is applicable for all groups A to C

Group A example:

Bidder A	Bidder B	Bidder C
Group A total price	Group A total price	Group A total price
£1,290.00	£1,400.00	£2,300.00

1. Bidder A has the lowest total of £1,290.00. Bidder A is awarded the maximum mark available for, which is 10 for Group A.
2. Bidder B submits a total price of £1,400.00. Bidder B is awarded a mark of 9.21 for Group A.
3. Bidder C submits a total price of £2,300.00. Bidder C is awarded a mark of 5.61 for Group A.

Each Bidders mark for all the groups will be added together to calculate the Price Score.

See example below:

Group	Bidder A	Bidder B	Bidder C
Group A	10.00	9.21	5.61
Group B	6.00	10.00	3.50
Group C	7.00	10.00	2.50
Price Score	23.00	29.21	11.61

12.4 Abnormally low tenders

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

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

13. Final decision to award

13.1 How we will calculate your final score

We will add your quality score to your price score to calculate your Final Score.

Example:

Bidder	Quality score	Price score	Final score
	(Maximum score available 70)	(Maximum score available 30)	(Maximum score available 100)
Bidder A	70.00	30.00	100.00
Bidder B	60.00	20.00	80.00
Bidder C	50.00	15.00	65.00

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 of Attachment 1 – about the framework. All bidders who have met a minimum final score of 35 or above will be awarded a place on the Framework.

13.2 Intention to award

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

At this stage, a standstill period of ten (10) calendar days will start, the term standstill period is set out in regulation 87(2) of the Regulations. During this time, you can ask questions that relate to our decision to award. We cannot provide advice to unsuccessful Bidders on the steps they should take and they should seek independent legal advice, if required.

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

13.3 Framework contract

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

The conclusion of a framework contract is subject to the provision of due 'certificates, statements and other means of proof' where bidders have, to this point, relied on self-certification.

This means:

- Employer's (Compulsory) Liability Insurance
- Public Liability Insurance
- Professional Indemnity Insurance
- Product Liability Insurance
- Cyber Essentials certification
- Skills and apprentice evidence