

Invitation to tender

Attachment 2 – How to bid

**RM6098 - Technology Products and Associated Services 2**

Contents

[1. How to make your bid 3](#_1fob9te)

[2. Selection stage](#_3znysh7) 4

[3. Selection process 4](#_2et92p0)

[4. Selection criteria](#_mx8dt4204it4) 5

[5. Selection questionnaire 5](#_3dy6vkm)

[6. Award stage](#_1t3h5sf) 5

[7. Award criteria 6](#_4d34og8)

[8. Award process 6](#_2s8eyo1)

[9. Quality](#_26in1rg) evaluation 8

[10. Award quality questionnaire](#_lnxbz9) 12

[11. Price evaluation](#_44sinio) 36

[12. Final decision to award](#_ykn9k4445ac0) 38

# **How to make your bid**

* 1. Your bid must be made by the organisation that will be responsible for providing the goods and/or services if your bid is successful.
  2. You may bid for one or more of the lots, ensure you read paragraph 3.1 of attachment 1.
  3. To facilitate the direct award process it is a requirement that if you are bidding for Lot 1 and/or Lot 2 and/or Lot 3 and /or Lot 4 and/or Lot 5 and/or Lot 6 and/or Lot 7 it is a mandatory requirement that you submit a compliant bid for Lot 8.
  4. If your bid is excluded from Lot 8 your bids for any other lots you are bidding for (i.e Lot 1 and/or Lot 2 and/or Lot 3 and/or Lot 4 and/or Lot 5 and/or Lot 6 and/or Lot 7) will be deemed non-compliant and you will be excluded from the competition.
  5. Your bid must be **entered into the eSourcing suite.** We can only accept bids that we receive through the eSourcing suite.

If you are bidding as a Consortium, please submit your bid in the name of the Lead member and follow the instructions when completing the Qualification envelope, including providing the name of the consortium in Section 1.8.2.

If you are bidding as a single entity on a Lot and as a Consortium on another Lot, you will need to set up an additional account in the eSourcing suite. Please submit your bids as follows:

* For your bid as a single entity, please submit your bid in the eSourcing suite in the name of your organisation.
* For your bid as a consortium, please create an additional account in the eSourcing suite in the name of your consortium

In both cases, when submitting your bid(s) please continue to follow the instructions when completing the Qualification envelope section 1.8 Group or Consortium Details.

* 1. Upload ONLY those attachments we have asked for. Do not upload any attachments we haven’t asked for.
  2. Make sure you answer every question.
  3. You must submit your bid before the bid submission deadline, in paragraph 5 “Timelines for the competition” in attachment 1 - About the framework.
  4. It will be our decision whether we will accept bids submitted after the bid submission deadline.
  5. 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.
  6. 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.
  7. 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.

# **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 for themselves.
  3. In addition, if you are the lead member of a consortium, you must get each of the other members to answer the questions in Parts 2 and 3 for themselves.
  4. We 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.

# **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**.

# **Selection criteria**

* 1. We may exclude you from the competition at the selection stage if:
     + you receive a ‘fail’ for any of the evaluated selection questions
     + any of the information you have provided proves to be false or misleading
     + you have broken any of the competition rules in x attachment 1 About the framework, or not followed the instructions given in this ITT pack
  2. If we exclude you from the competition we will tell you and explain why.

# **Selection questionnaire**

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

# **Award stage**

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

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

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

When completing your bid you must:

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

# **Award criteria**

The Award Stage consists of a social value, quality evaluation (see paragraph 9 of this document) and a price evaluation (see paragraph 10 of this document).

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

The weighting for the quality evaluation and the price evaluation are as below for Lots 1 to 8.

| Lots |  | | Price weighting |
| --- | --- | --- | --- |
| Social Value | Quality |
| Lot 1 | 10% | 60% | 30% |
| Lot 2 | 10% | 60% | 30% |
| Lot 3 | 10% | 60% | 30% |
| Lot 4 | 10% | 60% | 30% |
| Lot 5 | 10% | 60% | 30% |
| Lot 6 | 10% | 60% | 30% |
| Lot 7 | 10% | 60% | 30% |
| Lot 8 | 10% | 60% | 30% |

# **Award process**

* 1. What YOU need to do
* answer the quality questions in section A and section B, section C for Lots 1 - 7 section D for Lot 1, section E for Lot 2, section F for Lot 3, section G for Lot 4, section H for Lot 5, section I for Lot 6, section J for Lot 7 and section K for Lot 8 of the quality questionnaire in the eSourcing suite in the technical envelope
* complete the applicable tabs in the price matrix attachment 3 for the lot(s) for which you are bidding
* upload your completed price matrix into the eSourcing suite in the commercial envelope to question PQ1

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. With the exception of Lot 8, your response will be evaluated as pass/fail.  If you receive a Fail for Lot 8 we will tell you that your bid has been excluded from the competition and why. (Please refer to paragraph 1.3 and 1.4 of this document) |
| 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, or you have not met the minimum quality score for each question in Lot 1, Lot 2, Lot 3, Lot 4, Lot 5, Lot 6 and Lot 7 as detailed in the tables under paragraph 10.3 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 tables at section 9 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 11 – Price Evaluation. |
| 6. | **Final Score**  Your quality score will be added to your price score, to create your final score as illustrated in paragraph 12 Final decision to award. |
| 7. | **Award**  Awards will be made to the successful bidders following the standstill period, subject to contract. |

# **Quality evaluation**

The Questions in Section A are mandatory questions and will be evaluated PASS / FAIL. If you answer no to any questions in section A, 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.

Question B1 in section B of the quality questionnaire is applicable to all lots and will be scored as detailed at paragraph 10.3

Questions C1 and C2 in section C of the quality questionnaire is applicable to Lots 1 - 7 and will be scored as detailed at paragraph 10.3

Questions in sections D1, E1, F1, G1, H1, I1, J1and K1 of the quality questionnaire are lot specific applicable to each lot and will each be scored as detailed at paragraph 10.3

Question K1 in section K of the quality questionnaire is applicable to Lot 8 and will be evaluated Pass/Fail. If you answer ‘no’ to this question, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded and why.

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

Each of the quality questions, in section A, B, C, D, E, F, G, H, I, J and K of the quality questionnaire will be independently assessed by our evaluation panel.

When the consensus meeting has taken place and the final mark for each question has been agreed by the evaluators, your final mark for each question will be multiplied by that question's weighting to calculate your weighted mark for that question.

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

Please see Tables A - H, below for an example of how your social value and quality score will be calculated.

Table A – Lot 1 - Hardware and Software and Associated Services

| **Question** | | **Question Weightings** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| --- | --- | --- | --- | --- | --- |
| B1 | Social Value | 10% | 100 | 100 | 10.00 |
| C1 | Supply Chain and Order Management | 10% | 100 | 33 | 3.30 |
| C2 | Understanding Buyer Needs | 10% | 100 | 66 | 6.60 |
| D1 | Managing Complex Projects | 20% | 100 | 50 | 10.00 |
| E1 | Hardware Environmental Sustainability | 10% | 100 | 66 | 6.60 |
| F1 | Software Licence Management and Scalability | 10% | 100 | 33 | 3.30 |
| **Total weighted mark (70%)** | | | | | **39.80** |

Table B – Lot 2 - Hardware

| **Question** | | **Question Weightings** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| --- | --- | --- | --- | --- | --- |
| B1 | Social Value | 10% | 100 | 100 | 10.00 |
| C1 | ~~AQ1 -~~ Supply Chain and Order Management | 10% | 100 | 33 | 3.30 |
| C2 | Understanding Buyer Needs | 10% | 100 | 33 | 3.30 |
| E1 | Hardware Environmental Sustainability | 40% | 100 | 66 | 26.40 |
| **Total weighted mark (70%)** | | | | | **43.00** |

Table C – Lot 3 - Software

| **Question** | | **Question Weightings** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| --- | --- | --- | --- | --- | --- |
| B1 | Social Value | 10% | 100 | 100 | 10.00 |
| C1 | Supply Chain and Order Management | 10% | 100 | 100 | 10.00 |
| C2 | Understanding Buyer Needs | 10% | 100 | 33 | 3.30 |
| F1 | Software Licence Management and Scalability | 40% | 100 | 33 | 13.20 |
| **Total weighted mark (70%)** | | | | | **36.50** |

Table D – Lot 4 - Information Assured Technology

| **Question** | | **Question Weightings** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| --- | --- | --- | --- | --- | --- |
| B1 | Social Value | 10% | 100 | 100 | 10.00 |
| C1 | Supply Chain and Order Management | 10% | 100 | 100 | 10.00 |
| C2 | Understanding Buyer Needs | 10 % | 100 | 100 | 10.00 |
| E1 | Hardware Environmental Sustainability | 10% | 100 | 33 | 3.30 |
| F1 | Software Licence Management and Scalability | 10% | 100 | 33 | 3.30 |
| G1 | Clearance / Customer ID / Security | 20% | 100 | 66 | 13.20 |
| **Total weighted mark (70%)** | | | | | **49.80** |

Table E – Lot 5 - Health and Social Care Technology

| **Question** | | **Question Weightings** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| --- | --- | --- | --- | --- | --- |
| B1 | Social Value | 10% | 100 | 100 | 10.00 |
| C1 | Supply Chain and Order Management | 10% | 100 | 100 | 10.00 |
| C2 | Understanding Buyer Needs | 10% | 100 | 100 | 10.00 |
| H1 | Deliverables into a Health And Social Care Environment | 40% | 100 | 100 | 40.00 |
| **Total weighted mark (70%)** | | | | | **70.00** |

Table F – Lot 6 - Education Technology

| **Question** | | **Question Weightings** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| --- | --- | --- | --- | --- | --- |
| B1 | Social Value | 10% | 100 | 100 | 10.00 |
| C1 | Supply Chain and Order Management | 10% | 100 | 33 | 3.30 |
| C2 | Understanding Buyer Needs | 10% | 100 | 33 | 3.30 |
| E1 | Hardware Environmental Sustainability | 10% | 100 | 33 | 3.30 |
| F1 | Software Licence Management and Scalability | 10% | 100 | 33 | 3.30 |
| I1 | Education Specific Services and Safer Recruitment | 20% | 100 | 33 | 6.60 |
| **Total weighted mark (70%)** | | | | | **29.80** |

Table G – Lot 7 - Sustainability and Circular IT

| **Question** | | **Question Weightings** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| --- | --- | --- | --- | --- | --- |
| B1 | Social Value | 10% | 100 | 100 | 10.00 |
| C1 | Supply Chain and Order Management | 10% | 100 | 10 | 10.00 |
| C2 | Understanding Buyer Needs | 10% | 100 | 33 | 3.30 |
| J1 | Protection and Tracking of Data | 40% | 100 | 33 | 13.20 |
| **Total weighted mark (70%)** | | | | | **36.50** |

Table H – Lot 8 - Technology Catalogue

| **Question** | | **Question Weightings** | **Maximum mark available (pass/fail)** | **Your final mark** | **Your weighted mark** |
| --- | --- | --- | --- | --- | --- |
| B1 | Social Value - Declaration Completion | 10% | pass = 100 | 100 | 10.00 |
| K1 | Feed into Technology Catalogue | 60% | pass = 100 | 100 | 60.00 |
| **Total weighted mark (70%)** | | | | | **70.00** |

# **Award quality questionnaire**

* 1. The quality questionnaire is split into the following sections:
* Section A - Mandatory service requirements questions A1 - A7
* Section B - Social Value All lots
* Section C - Generic questions Lots 1 - 7 only
* Section D - Lot 1 only scored question
* Section E - Lot 2 only scored question
* Section F - Lot 3 only scored question
* Section G - Lot 4 only scored question
* Section H - Lot 5 only scored question
* Section I - Lot 6 only scored question
* Section J - Lot 7 only scored question
* Section K - Lot 8 only scored question
  1. A summary of all the questions in the quality questionnaire, along with their weightings, for each question is set out below:

| **Question** | | **Weighting %** | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Lot 1** | **Lot 2** | **Lot 3** | **Lot 4** | **Lot 5** | **Lot 6** | **Lot 7** | **Lot 8** |
| B1 | Social Value | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 |
| C1 | Supply Chain and Order Management | 10 | 10 | 10 | 10 | 10 | 10 | 10 |  |
| C2 | Understanding Buyer Needs | 10 | 10 | 10 | 10 | 10 | 10 | 10 |  |
| D1 | Managing Complex Projects | 20 |  |  |  |  |  |  |  |
| E1 | Hardware Environmental Sustainability | 10 | 40 |  | 10 |  | 10 |  |  |
| F1 | Software Licence Management and Scalability | 10 |  | 40 | 10 |  | 10 |  |  |
| G1 | Clearance / Customer ID / Security |  |  |  | 20 |  |  |  |  |
| H1 | Deliverables into a Health and Social Care environment |  |  |  |  | 40 |  |  |  |
| I1 | Education Specific Services and Safer Recruitment |  |  |  |  |  | 20 |  |  |
| J1 | Protection and Tracking of Data |  |  |  |  |  |  | 40 |  |
| K1 | Feed into Catalogue |  |  |  |  |  |  |  | 60 |

**10.3** A summary of all the questions in the quality questionnaire, along with the marking scheme and minimum quality scores for each question is set out below:

| **Section A – Mandatory service requirements** | | | **Marking scheme** |
| --- | --- | --- | --- |
| A1 | Compliance with Mandatory Service Requirements Framework Schedule 1: Specification for Lot 1 | | PASS/FAIL |
| A2 | Compliance with Mandatory Service Requirements Framework Schedule 1: Specification for Lot 2 | | PASS/FAIL |
| A3 | Compliance with Mandatory Service Requirements Framework Schedule 1: Specification for Lot 3 | | PASS/FAIL |
| A4 | Compliance with Mandatory Service Requirements Framework Schedule 1: Specification for Lot 4 | | PASS/FAIL |
| A5 | Compliance with Mandatory Service Requirements Framework Schedule 1: Specification for Lot 5 | | PASS/FAIL |
| A6 | Compliance with Mandatory Service Requirements Framework Schedule 1: Specification for Lot 6 | | PASS/FAIL |
| A7 | Compliance with Mandatory Service Requirements Framework Schedule 1: Specification for Lot 7 | | PASS/FAIL |
|  | | | |
| **Section B – Social Value** | | **Minimum Quality Score** | **Marking scheme** |
| B1 | Social Value - Declaration | N/A | PASS/FAIL |

| **Section C – Generic Questions - Lots 1 - 7 only** | | **Minimum Quality Score** | **Marking scheme** |
| --- | --- | --- | --- |
| C1 | Supply Chain and Order Management | 33 | 100/66/33/0 |
| C2 | Understanding Buyer Needs | 33 | 100/66/33/0 |

| **Section D – Lot 1 Specific Question** | | **Minimum Quality Score** | **Marking scheme** |
| --- | --- | --- | --- |
| D1 | Managing Complex Projects | 50 | 100/75/50/25/0 |

| **Section E – Lot 2 Specific Question** | | **Minimum Quality Score** | **Marking scheme** |
| --- | --- | --- | --- |
| E1 | Optimising Specifications | 33 | 100/66/33/0 |

| **Section F – Lot 3 Specific Question** | | **Minimum Quality Score** | **Marking scheme** |
| --- | --- | --- | --- |
| F1 | Software Licence Management and Scalability | 33 | 100/66/33/0 |

| **Section G – Lot 4 Specific Question** | | **Minimum Quality Score** | **Marking scheme** |
| --- | --- | --- | --- |
| G1 | Clearance / Customer ID / Security | 66 | 100/66/33/0 |

| **Section H – Lot 5 Specific Question** | | **Minimum Quality Score** | **Marking scheme** |
| --- | --- | --- | --- |
| H1 | Deliverables into a Health and Social Care environment | 33 | 100/66/33/0 |

| **Section I – Lot 6 Specific Question** | | **Minimum Quality Score** | **Marking scheme** |
| --- | --- | --- | --- |
| I1 | Education Specific Services and Safer Recruitment | 33 | 100/66/33/0 |

| **Section J – Lot 7 Specific Question** | | **Minimum Quality Score** | **Marking scheme** |
| --- | --- | --- | --- |
| J1 | Protection and Tracking of Data | 33 | 100/66/33/0 |

| **Section K – Lot 8 Specific Question** | | **Minimum Quality Score** | **Marking scheme** |
| --- | --- | --- | --- |
| K1 | Feed into Catalogue | N/A | PASS/FAIL |

**10.4** - Questions

| **Section A – Mandatory service requirements questions** | |
| --- | --- |
| Response guidance, questions A1, A2, A3, A4, A5, A6 and A7  All questions are Pass/Fail questions.  If you cannot or are unwilling to select ‘Yes’ to the question, you will be disqualified from further participation in this competition.  Providing a ‘Yes’ response means you will unreservedly deliver in full all the mandatory service requirements as set out in Attachment 1a - Framework Schedule 1 – Specification for the Lot you are bidding for.  If you select ‘No’ to indicate that you will not, or cannot, deliver in full all the mandatory service requirements as set out in Attachment 1a - Framework Schedule 1 - Specification for the Lot you are bidding for, you will be excluded from further participation in this competition for the Lot.  If you select ‘N/A’ this indicates you are not bidding for that Lot. | |
| Marking scheme and evaluation guidance for questions A1, A2, A3, A4, A5, A6 and A7 | |
| Marking scheme | Evaluation guidance |
| Pass | You have selected option ‘Yes’ or ‘N/A’ |
| Fail | You have selected ‘No’ |

**Section A**

| **A1 - Lot 1 Compliance with Attachment 1a - Framework Schedule 1 - Specification** |
| --- |
| If you are awarded a framework contract for Lot 1, will you unreservedly deliver, in full, all the mandatory service requirements as set out in Attachment 1a - Framework Schedule 1 - Specification for Lot 1.  Please answer ‘Yes’, ‘No’ or ‘N/A’  Yes - You will unreservedly deliver in full all the mandatory service requirements as set out in Attachment 1a - Framework Schedule 1 - Specification for Lot 1 in the UK (including Northern Ireland).  No - You will not, or cannot, deliver in full all the mandatory service requirements as set out in Attachment 1a - Framework Schedule 1 - Specification for Lot 1 in the UK (including Northern Ireland).  N/A - you are not bidding for Lot 1 |

| **A2 - Lot 2 Compliance with Attachment 1a - Framework Schedule 1 - Specification** |
| --- |
| If you are awarded a framework contract for Lot 2, will you unreservedly deliver, in full, all the mandatory service requirements as set out in Attachment 1a - Framework Schedule 1 - Specification for Lot 2 in the UK (including Northern Ireland).  Please answer ‘Yes’, ‘No’ or ‘N/A’  Yes - You will unreservedly deliver in full all the mandatory service requirements as set out in Attachment 1a - Framework Schedule 1 - Specification for Lot 2 in the UK (including Northern Ireland).  No - You will not, or cannot, deliver in full all the mandatory service requirements as set out in Attachment 1a - Framework Schedule 1 - Specification for Lot 2 in the UK (including Northern Ireland).  N/A - you are not bidding for Lot 2 |

| **A3 - Lot 3 Compliance with Attachment 1a - Framework Schedule 1 - Specification** |
| --- |
| If you are awarded a framework contract for Lot 3, will you unreservedly deliver, in full, all the mandatory service requirements as set out in Attachment 1a - Framework Schedule 1 - Specification for Lot 3 in the UK (including Northern Ireland).  Please answer ‘Yes’, ‘No’ or ‘N/A’  Yes - You will unreservedly deliver in full all the mandatory service requirements as set out in Attachment - Framework Schedule 1 - Specification for Lot 3 in the UK (including Northern Ireland).  No - You will not, or cannot, deliver in full all the mandatory service requirements as set out in Attachment - Framework Schedule 1 - Specification for Lot 3 in the UK (including Northern Ireland).  N/A - you are not bidding for Lot 3 |

| **A4 - Lot 4 Compliance with Attachment 1a - Framework Schedule 1 - Specification** |
| --- |
| If you are awarded a framework contract for Lot 4, will you unreservedly deliver, in full, all the mandatory service requirements as set out in Attachment 1a - Framework Schedule 1 - Specification for Lot 4 in the UK (including Northern Ireland).  Please answer ‘Yes’, ‘No’ or ‘N/A’  Yes - You will unreservedly deliver in full all the mandatory service requirements as set out in Attachment 1a - Framework Schedule 1 - Specification for Lot 4 in the UK (including Northern Ireland).  No - You will not, or cannot, deliver in full all the mandatory service requirements as set out in Attachment 1a - Framework Schedule 1 - Specification for Lot 4 in the UK (including Northern Ireland).  N/A - you are not bidding for Lot 4 |

| **A5 - Lot 5 Compliance with Attachment 1a - Framework Schedule 1 - Specification** |
| --- |
| If you are awarded a framework contract for Lot 5, will you unreservedly deliver, in full, all the mandatory service requirements as set out in Attachment 1a - Framework Schedule 1 - Specification for Lot 5 in the UK (including Northern Ireland).  Please answer ‘Yes’, ‘No’ or ‘N/A’  Yes - You will unreservedly deliver in full all the mandatory service requirements as set out in Attachment 1a - Framework Schedule 1 - Specification for Lot 5 in the UK (including Northern Ireland).  No - You will not, or cannot, deliver in full all the mandatory service requirements as set out in Attachment 1a - Framework Schedule 1 - Specification for Lot 5 in the UK (including Northern Ireland).  N/A - you are not bidding for Lot 5 |

| **A6 - Lot 6 Compliance with Attachment 1a - Framework Schedule 1 - Specification** |
| --- |
| If you are awarded a framework contract for Lot 6, will you unreservedly deliver, in full, all the mandatory service requirements as set out in Attachment 1a - Framework Schedule 1 - Specification for Lot 6 in the UK (including Northern Ireland).  Please answer ‘Yes’, ‘No’ or ‘N/A’  Yes - You will unreservedly deliver in full all the mandatory service requirements as set out in Attachment 1a - Framework Schedule 1 - Specification for Lot 6 in the UK (including Northern Ireland).  No - You will not, or cannot, deliver in full all the mandatory service requirements as set out in Attachment 1a - Framework Schedule 1 - Specification for Lot 6 in the UK (including Northern Ireland).  N/A - you are not bidding for Lot 6 |

| **A7 - Lot 7 Compliance with Attachment 1a - Framework Schedule 1 - Specification** |
| --- |
| If you are awarded a framework contract for Lot 7, will you unreservedly deliver, in full, all the mandatory service requirements as set out in Attachment 1a - Framework Schedule 1 - Specification for Lot 7 in the UK (including Northern Ireland).  Please answer ‘Yes’, ‘No’ or ‘N/A’  Yes - You will unreservedly deliver in full all mandatory service requirements as set out in Attachment 1a - Framework Schedule 1 - Specification for Lot 7 in the UK (including Northern Ireland).  No - You will not, or cannot, deliver in full all the mandatory service requirements as set out in Attachment 1a - Framework Schedule 1 - Specification for Lot 7 in the UK (including Northern Ireland).  N/A - you are not bidding for Lot 7 |

**Section B**

| **Section B – Generic questions applicable to all Lots** | |
| --- | --- |
| **B1 Requirement: Social Value**  CCS requires you to promote and commit to delivering Social Value as an integrated part of your service delivery and company policies and values if you are awarded a framework contract.  CCS requires you to unreservedly deliver the Social Value requirements as referenced inparagraph 7 of Attachment 1a - Framework Schedule 1 - Specification for each individual Call Off competition and Direct Award let against the Framework, as required and specified by the buyer.  In summary this may include:  ● Help fight climate change by working towards net zero greenhouse gas emissions and promoting this with all key business stakeholders  ● Support tackling economic inequality by creating new jobs and skills and increasing supply chain resilience and capacity in the delivery of this framework  ● Support equal opportunity and tackle workforce inequality within your organisation by improving health and wellbeing within your workforce including physical and mental health  ● Promote wellbeing support health and wellbeing, including physical and mental health, in the call-off contract workforce  Where bidders have confirmed Yes, they will be awarded a score of 100. This will be weighted in accordance with the scoring methodology indicated above as part of the overall quality weighting and scores. | |
| **B1 Response guidance**  **All bidders must answer this question**  This is a Pass/Fail question.  If you cannot or are unwilling to select ‘Yes’ to this question, you will be disqualified from further participation in this competition.  In order to satisfy this requirement, you must agree to  a) promote and commit to delivering Social Value as an integrated part of your service delivery and company policies and values if you are awarded a framework contract.    b) unreservedly deliver the Social Value requirements as referenced in paragraph 7 of Attachment 1a - Framework Schedule 1 - Specification for each individual call off competition and direct award let against the Framework, as required and specified by the buyer?  c) read, complete and return Attachment 11 if you are awarded a place on the Framework, confirming that you will commit to delivering Social Value as part of all Framework Call Offs  You are required to select option YES or NO from the drop down list in the technical envelope in box 2.2.1. | |
| **Marking scheme** | **Evaluation Guidance** |
| Pass.  This will mean you score 100 | You have selected option ‘Yes’ confirming that you will unreservedly satisfy in full all the criteria (a-c) set out above and you will complete and return your signed Attachment 11, if you are awarded a place on the framework. |
| Fail.  This will mean you score 0 | You have selected ‘No’ confirming that you will not, or cannot, satisfy in full all the criteria (a-c) set out above.  OR  You have not selected either ‘Yes’ or ‘No’. |

**Section C**

| **Generic Questions C1 - Supply Chain and Order Management (Lots 1 - 7)** | |
| --- | --- |
| **C1 Requirement:**  CCS requires bidders to demonstrate its supply chain management capabilities and their order management processes in order to ensure Buyer projects are delivered on time and meet value and quality requirements  The Bidder is required to describe, in detail, how you manage your entire supply chain (both internal and external) and the order management processes in place from pre tender to completion to ensure all projects are delivered in line with Buyer requirements. Your response should include how you will ensure minimum businessdisruption is achieved from order through to completion in accordance with paragraph 4.4 (Supply Chain, Subcontractor and Order Management) of Attachment 1a Framework Schedule 1 - Specification  Please respond to the component part questions below. | |
| **C1 Response guidance**  **All Lot 1-7 Bidders must answer this question.**  In order to satisfy the requirement and the question associated with the requirement, your response must fully address the evaluation criteria posed at component parts (a – c) below:  a) Demonstrate how you will maintain effective processes for establishing and managing dependencies from subcontractors, distribution, manufacturers, partners, internal resources to enable the provision of the deliverables on time as set out in 4.4.1 of Attachment 1a - Framework Schedule 1 - Specification.  b) Demonstrate the process you will have in place to manage risk transfer to your subcontractors in project development and delivery, as set out in para 4.4.6 of Attachment 1a - Framework Schedule 1 - Specification.  c) Demonstrate how you will minimise the risk of delays in order / project delivery for the Buyers at all stages of the order lifecycle - i) pre tender, ii) order receipt, iii) pre-delivery, iv) delivery/completion as set out in para 4.4.3 of Attachment 1a - Framework Schedule 1 - Specification.  Bidders should refrain from making generalised statements, using acronyms which are not defined and providing information not relevant to the topic.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which component part you are responding to.  You must not exceed the character count – **6,000** characters including spaces and punctuation.  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 2.3.2, 2.3.3 and 2.3.4 each box has a character count of **2,000** characters. | |
| **Marking scheme 100/66/33/0** | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The bidder’s response fully addresses 1 of the 3 component parts (a to c) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.  OR  A response has not been provided to this question. |

| **Generic Question C2 - Understanding Buyer Needs (Lots 1-7)** | |
| --- | --- |
| **C2 Requirement:**  CCS requires bidders to demonstrate their processes for dealing with Buyers requirements and ensuring that the best solution is provided in accordance with paragraph 4.5 of (Understanding Buyers Needs) of attachment 1a Framework Schedule 1 - Specification.  The Bidder is required to demonstrate in detail how you seek to understand and support the development of the Buyer(s) requirements in order to select and propose deliverables that will meet the Buyer needs.  Please respond to the component part questions below. | |
| **C2 Response Guidance**  **All Lot 1-7 Bidders must answer this question.**  In order to satisfy the requirement and the question associated with the requirement, your response must fully address the evaluation criteria posed at component parts (a – c) below:  a) Demonstrate how you will ensure your proposals will deliver best value whilst meeting the Buyers requirements as set out in paragraph 4.5.1 of Attachment 1a - Framework Schedule 1 Specification.  b) Demonstrate how you will offer the Buyers deliverables that are in-line with best market practice and the processes you have in place to ensure best value is achieved as set out in paragraphs 4.5.3 of Attachment 1a - Framework Schedule 1 Specification.  c) Demonstrate the approach you will take with Buyers when recommending alternative ways to buy (such as leasing, consumption models, and as-a-service) and how you will explain the benefits and how this will deliver best value as set out in paragraph 4.5.4 of Attachment 1a - Framework Schedule 1 Specification.  Bidders should refrain from making generalised statements, using acronyms which are not defined and providing information not relevant to the topic.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which component part you are responding to.  You must not exceed the character count – **6,000** characters including spaces and punctuation.  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 2.4.2, 2.4.3 and 2.4.4 each box has a character count of **2,000** characters. | |
| **Marking scheme 100/66/33/0** | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The bidder’s response fully addresses 1 of the 3 component parts (a to c) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.  OR  A response has not been provided to this question. |

**Section D**

| **Question D1 - Managing Complex Projects (Lot 1 Hardware and Software and Associated Services)** | |
| --- | --- |
| **D1 Requirement:**  CCS requires Bidders to demonstrate how they will manage complex projects delivering solutions involving multiple deliverables, in accordance with paragraph 4.10 (Project Management) of the Framework Specification,  The Bidder is required to demonstrate in detail how you will manage complex projects of scale ensuring alignment with Buyer(s) requirements and ensuring delivery to time, cost and quality  Please respond to the component part questions below. | |
| **D1 Response Guidance**  **All Lot 1 Bidders must answer this question.**  In order to satisfy the requirement and the question associated with the requirement, your response must fully address the evaluation criteria posed at component parts (a – d) below:  a) Demonstrate the project management processes you will have in place to effectively manage complex projects for this Framework as set out in paragraph 4.10.1 of Attachment 1a - Framework Schedule 1 - Specification.  b) Demonstrate how you will monitor and measure project success criteria to meet Buyers outcomes as set out in paragraph 4.10.2 of Attachment 1a - Framework Schedule 1 - Specification  c) Demonstrate how you will set up and manage governance of the project as set out in paragraph 4.10.3 of Attachment 1a - Framework Schedule 1 - Specification.  d) Demonstrate the process you will have in place to close the project upon completion including end of project review and how you will adopt any lessons learnt for continuous improvement as set out in paragraph 4.10.4 of Attachment 1a - Framework Schedule 1 - Specification  Responses should be limited to, and focused on the requirement, response guidance and evaluation criteria set out in the component parts posed (a – d). Bidders should refrain from making generalised statements, using acronyms which are not defined and providing information not relevant to the topic.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which component part you are responding to.  You must not exceed the character count – **8,000** characters including spaces and punctuation.  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 2.5.2, 2.5.3, 2.5.4 and 2.5.5 each box has a character count of **2,000** characters.  If you are not bidding for Lot 1 please insert N/A into the first text box 2.5.2 | |
| **Marking scheme 100/75/50/25/0** | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The bidder’s response fully addresses all 4 of the component parts (a to d) of the response guidance above. |
| **75** | The bidder’s response fully addresses 3 of the 4 component parts (a to d) of the response guidance above. |
| **50** | The bidder’s response fully addresses 2 of the 4 component parts (a to d) of the response guidance above. |
| **25** | The bidder’s response fully addresses 1 of the 4 component parts (a to d) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 4 component parts (a to d) of the response guidance above.  OR  A response has not been provided to this question. |

**Section E**

| **Question E1 – Hardware Environmental Sustainability (Lot 2 Hardware)** | |
| --- | --- |
| **E1 Requirement:**  **All Lot 2 bidders must answer this question.**  CCS requires Bidders to demonstrate the ability to provide Hardware to Buyers in an environmentally sustainable way in accordance with paragraph 4.11 (Environmental Sustainability) of Attachment 1a - Framework Schedule 1 Specification.  The Bidder is required to demonstrate how they will ensure they will provide environmentally friendly Hardware and how they will support Buyers with improving the environmental sustainability of their requirements.  Please respond to the component part questions below. | |
| **E1 Response Guidance**    **All Lot 2 Bidders must answer this question.**  In order to satisfy the requirement and the question associated with the requirement, your response must fully address the evaluation criteria posed at component parts (a – c) below:    a) Demonstrate how you will support the public sector’s goal of improving the sustainability of ICT purchases and their operation via the hardware supplied to Buyers as set out in paragraph 4.11.1 of Attachment 1a - Framework Schedule 1 - Specification.    b) Demonstrate how you support Buyers when providing advice and how you will ensure the technology hardware offered to Buyer(s) is energy efficient whilst still meeting Buyers requirements, as set out in paragraphs 4.11.2 and 4.11.4 of Attachment 1a - Framework Schedule 1 - Specification.    c) Demonstrate the approach you will take to monitor and improve environmental sustainability in the delivery of technology hardware to Buyer(s), for example: environmentally friendly packaging, reduced number of deliveries, and reduction in delivery carbon footprint as set out in paragraph 4.11.3 of Attachment 1a - Framework Schedule 1 - Specification.    Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which component part you are responding to.    Bidders should refrain from making generalised statements, using acronyms which are not defined and providing information not relevant to the topic.  You must not exceed the character count – **6,000** characters including spaces and punctuation.  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 2.6.2, 2.6.3 and 2.6.4 each box has a character count of **2,000** characters.  If you are not bidding for Lot 2 please insert N/A into the first text box 2.6.2 | |
| **Marking scheme 100/66/33/0** | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The bidder’s response fully addresses 1 of the 3 component parts (a to c) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.  OR  A response has not been provided to this question. |

**Section F**

| **Question F1 – Software Licence Management and Scalability (Lot 3 Software)** | |
| --- | --- |
| **F1 Requirement:**  CCS requires Bidders to demonstrate the ability to support Buyers in ensuring they are compliant in the licensing of software assets whilst supporting the ability to change, as required, to meet their needs in accordance with section 3.3 (Lot 3 - Software) of Attachment 1a - Framework Schedule 1 - Specification.  The Bidder is required to demonstrate how you will support Buyers in ensuring they have the best software licence options to meet their current requirements whilst ensuring flexibility to change to Buyers meet future requirements.  Please respond to the component part questions below. | |
| **F1 Response Guidance**  **All Lot 3 Bidders must answer this question.**  In order to satisfy the requirement and the question associated with the requirement, your response must fully address the evaluation criteria posed at component parts(a – c) below:    a) Demonstrate the approach you will take to ensure Buyers are offered software licences that are compliant and offer best value to meet Buyers requirements as set out in paragraph 3.3.3 of Attachment 1a - Framework Schedule 1 - Specification.    b) Demonstrate your approach when providing guidance to support Buyer requirement changes including roadmaps, licence growth and reduction in line with Buyer's future needs as set out in paragraphs 3.3.4 and 3.3.5 of Attachment 1a - Framework Schedule 1 - Specification.    c)Demonstrate how you will balance value and quality criteria when determining the best software licence solution (e.g OEM vs Open Source) as set out in paragraph 3.3.6 of Attachment 1a - Framework Schedule 1 - Specification.    Bidders should refrain from making generalised statements, using acronyms which are not defined and providing information not relevant to the topic.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which component part you are responding to.  You must not exceed the character count – **6,000** characters including spaces and punctuation.  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 2.7.2, 2.7.3 and 2.7.4 each box has a character count of **2,000** characters.  If you are not bidding for Lot 3 please insert N/A into the first text box 2.7.2 | |
| **Marking scheme 100/66/33/0** | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The bidder’s response fully addresses 1 of the 3 component parts (a to c) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.  OR  A response has not been provided to this question. |

**Section G**

| **Question G1 – Clearance/ Customer ID/ Security (Lot 4 Information Assured Technology)** | |
| --- | --- |
| **G1 Requirement:**  CCS requires Bidders to demonstrate its capability to provide deliverables in above Official environments in accordance with Government Security Classifications - GOV.UK. In accordance with paragraph 3.4 of Attachment 1a - Framework Schedule 1 - Specification  The Bidder is required to describe, in detail, the processes in place for adherence to high security requirements in order to support Buyers requirements for deliverables in above Official (Secret and Top Secret) UK Government Security Classifications .  Please respond to the component part questions below. | |
| **G1 Response Guidance**    **All Lot 4 Bidders must answer this question.**  In order to satisfy the requirement and the question associated with the requirement, your response must fully address the evaluation criteria posed at component parts (a – c) below:  a) Demonstrate how you will ensure you have an accredited secure facility in accordance with HMG Security Policy Framework (commonly referred to as List X) capable of holding classified information at "Secret" is available to Buyer(s) as defined in paragraph 3.4.3 and 3.4.4 of Attachment 1a - Framework Schedule 1 - Specification.  b) Demonstrate how you will access UK national security cleared personnel (including subcontractors) to Developed Vetting (DV) level capable of delivering the scope of the services in accordance with HMG Security Policy Framework (commonly referred to as Security Vetting) in accordance with paragraph 3.4.5 of Attachment 1a - Framework Schedule 1 - Specification.  c) Demonstrate how you will obfuscate Buyers data within the supply chain and throughout the logistics process to protect Buyers identity and location in accordance 3.4.8 of Attachment 1a - Framework Schedule 1 - Specification.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which component part you are responding to.  You should refrain from making generalised statements, using acronyms which are not defined and providing information not relevant to the topic.  You must not exceed the character count – **6,000** characters including spaces and punctuation.  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 2.8.2, 2.8.3 and 2.8.4 each box has a character count of **2,000** characters.  If you are not bidding for Lot 4 please insert N/A into the first text box 2.8.2 | |
| **Marking scheme 100/66/33/0** | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The bidder’s response fully addresses 1 of the 3 component parts (a to c) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.  OR  A response has not been provided to this question. |

**Section H**

| **Question H1 – Deliverables into a Health and Social Care Environment (Lot 5 Health and Social Care Technology)** | |
| --- | --- |
| **H1 Requirement:**  CCS requires Bidders to provide deliverables specifically within the health and social care sector whilst demonstrating compliance with the appropriate standards such as Technical Design Standards and Procurement Standard, in accordance with paragraph 3.5 of Attachment 1a - Framework Schedule 1 - Specification.    The Bidder is required to demonstrate how you will ensure that you and your personnel will comply with the appropriate standard(s) as part of providing deliverables to NHS and social care Buyers and how you will continue to deliver best value and increased benefits.    Please respond to the component part questions below. | |
| **H1 Response Guidance**  **All Lot 5 Bidders must answer this question.**  In order to satisfy the requirement and the question associated with the requirement, your response must fully address the evaluation criteria posed at component parts (a – c) below:  a) Demonstrate the process you will have in place to ensure alignment with the 3 key areas of the Guide to Good Practice for Digital and Data-Driven Health Technologies as set out in paragraph 3.5.4 of Attachment 1a - Framework Schedule 1 - Specification.  b) Demonstrate the process in place that ensures your personnel maintain an awareness with NHS Procurement standards and how you will monitor personnel alignment with the standards as set out in paragraph 3.5.5 of Attachment 1a - Framework Schedule 1 - Specification.  c) Demonstrate how you will deliver recommendations on standardisation to Health and Social care Buyer(s) to deliver benefits as set out in paragraph 3.5.6 of Attachment 1a - Framework Schedule 1 - Specification.    Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which component part you are responding to.  You should refrain from making generalised statements, using acronyms which are not defined and providing information not relevant to the topic.  You must not exceed the character count – **6,000** characters including spaces and punctuation.  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 2.9.2, 2.9.3 and 2.9.4 each box has a character count of **2,000** characters.    If you are not bidding for Lot 5 please insert N/A into the first text box 2.9.2 | |
| **Marking scheme 100/66/33/0** | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The bidder’s response fully addresses 1 of the 3 component parts (a to c) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.  OR  A response has not been provided to this question. |

**Section I**

| **Question I1 – Education Specific Services and Safer Recruitment (Lot 6 Education Technology)** | |
| --- | --- |
| **I1 Requirement:**  CCS requires Bidders to demonstrate the ability to manage education sector projects providing deliverables in accordance with paragraph 3.6 of Attachment 1a - Framework Schedule 1 - Specification.    The Bidder is required to demonstrate in detail how you manage education sector projects, ensuring understanding and knowledge of Supplier personnel, sector specific pricing is utilised and the governance and processes to ensure safer recruitment when delivering services.    Please respond to the component part questions below. | |
| **~~AQ8~~ I1 Response Guidance**    **All Lot 6 Bidders must answer this question.**    In order to satisfy the requirement and the question associated with the requirement, your response must fully address the evaluation criteria posed at component parts (a – c) below:    a) Demonstrate how your personnel maintain an understanding and knowledge of the curricula across mainstream and special educational needs environments to ensure deliverables offered meet Education Buyers requirements as set out in paragraph 3.6.4 of Attachment 1a Framework Schedule 1 - Specification.    b) Demonstrate the processes you have in place to ensure Education Buyers can secure the best value as set out in paragraph 3.6.5 of Attachment 1a - Framework Schedule 1 - Specification.    c) Demonstrate how you will implement and monitor appropriate governance and processes to deliver safer recruitment when providing deliverables within an educational environment as set out in paragraph 3.6.6 of Attachment 1a - Framework Schedule 1 - Specification, including how you manage any breach of the process.    Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which component part you are responding to.    You should refrain from making generalised statements, using acronyms which are not defined and providing information not relevant to the topic.  You must not exceed the character count – **6,000** characters including spaces and punctuation.    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 2.10.2, 2.10.3 and 2.10.4 each box has a character count of **2,000** characters.  If you are not bidding for Lot 6 please insert N/A into the first text box 2.10.2 | |
| **Marking scheme 100/66/33/0** | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The bidder’s response fully addresses 1 of the 3 component parts (a to c) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.  OR  A response has not been provided to this question. |

**Section J**

| **Question J1 – Protection and Tracking of Data (Lot 7 Sustainability and Circular IT)** | |
| --- | --- |
| **J1 Requirement:**  CCS requires Bidders to demonstrate its ability to protect the Buyer(s) data or from data when disposing, recycling or providing refurbishing equipment in accordance with section paragraph 3.7 of Attachment 1a -Framework schedule 1 Specification  The Bidder is required to demonstrate in detail, how you will ensure Buyer(s) data is protected when disposing or recycling products and how the authenticity of refurbished products is assured.  Please respond to the component part questions below. | |
| **J1 Response Guidance**  **All Lot 7 Bidders must answer this question.**  In order to satisfy the requirement and the question associated with the requirement, your response must fully address the evaluation criteria posed at component parts (a – c) below:  a) Demonstrate how you will track products through the recycling to ensure data is removed in accordance with paragraph 3.7.2.2. of Attachment 1a - Framework Schedule 1 - Specification.  b) Demonstrate how you will validate the authenticity and origin of equipment to protect Buyer(s) from fraudulent or non-compliant products as set out in paragraph 3.7.3.1 of Attachment 1a - Framework Schedule 1 - Specification.  c) Demonstrate the process you will have in place for auditing disposal in accordance with paragraph 3.7.2.5 of Attachment 1a - Framework Schedule 1 - Specification.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which component part you are responding to.  You should refrain from making generalised statements, using acronyms which are not defined and providing information not relevant to the topic.  You must not exceed the character count – **6,000** characters including spaces and punctuation.  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 2.11.2, 2.11.3 and 2.11 4 each box has a character count of **2,000** characters.  If you are not bidding for Lot 7 please insert N/A into the first text box 2.11.2 | |
| **Marking scheme 100/66/33/0** | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The bidder’s response fully addresses 1 of the 3 component parts (a to c) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.  OR  A response has not been provided to this question. |

**Section K**

| **Question K1 – Feed into Catalogue (Lot 8 Technology Catalogue)** | |
| --- | --- |
| **K1 Requirement:**  CCS requires Bidders to provide deliverables which meet all of the requirements of the Lot 8 Technology Catalogue.  The Bidder must confirm that you will unreservedly deliver, in full, all of the requirements set Attachment 1a - Framework Schedule 1 - Specification for Lot 8. | |
| **K1 Response Guidance**    **All Bidders for Lot 8 - Catalogue must answer this question.**    This question will be evaluated Pass/Fail.  You will unreservedly deliver in full all mandatory service requirements as set out in Attachment 1a - Framework Schedule 1 - Specification for Lot 8 in the UK (including Northern Ireland). If you cannot or are unwilling to select Yes to this question you will be excluded from this competition.      You are required to select option YES or NO from the drop down list in the technical envelope in box 2.12.1. | |
| **Marking scheme 100/0** | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | Pass |
| **0** | Fail |

# **Price evaluation**

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

* 1. How to complete your pricing matrix:

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

Your prices should compare with the quality of your offer.

Your prices must be sustainable and include your operating overhead costs and profit.

Bidders should be aware, your prices submitted will be used as your Framework Prices.

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

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

Your prices submitted must :

· exclude VAT

· be exclusive of Reimbursable Expenses

· be in British pounds sterling (except where percentage values for margin and volume discount are required)

· be submitted to two decimal places

· prices must be submitted in the stated unit to allow the quantity based calculation to work

Pricing for day rated services (e.g. SFIA) will be based on a seven and a half (7.5) hour Working Day.

Prices for the multiyear term services must reflect the stated Unit Price

Zero or negative bids will not be allowed.

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 pricing matrix attachment 3 for the lot(s) you are submitting a bid for.

You must provide a price, where one has been requested, in the cells highlighted yellow and green, as per the instructions in the pricing matrix attachment 3, cells highlighted orange are for evaluation purposes only and will be automatically populated.

When you have completed your pricing matrix, you must upload this into the eSourcing suite at question PQ1 in the commercial envelope. If you do not upload your pricing matrix your bid may be rejected from this competition.

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

This is how we will evaluate your pricing:

We will check you have completed all the yellow and green highlighted cells for each lot you are bidding for.

Failure to insert an applicable value may result in your bid being deemed non-compliant and may be rejected from this competition. Remember zero or negative prices will not be accepted.

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

The bidder with the lowest total basket price (including volume discount for Lots 1-7 and maximum percentage margin for Lot 8) will be awarded the maximum mark available a price score of 30.

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 (maximum mark available) |
| --- | --- | --- | --- | --- |
| = |  | x |
|  | Bidders total basket price |  |

Example applicable for ALL Lots:

| Bidder A |  | Bidder B |  | Bidder C |
| --- | --- | --- | --- | --- |
| Total basket price |  | Total basket price |  | Total basket price |
| £ 217,000.00 |  | £ 432,000.00 |  | £ 542,000.00 |

1. Bidder A has the lowest basket price of £217,000.00. Bidder A is awarded the maximum mark available for price, which is 30;
2. Bidder B submits a total basket price of £432,000.00. Bidder B is awarded a price score of 15;
3. Bidder C submits a total basket price of £542,000.00 and is awarded a price score of 12.
   1. Abnormally low tenders

Where we consider any of the total basket price you have submitted to have no correlation with the quality of your offer or to be abnormally low we may 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.

# Final decision to award

* 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  (including Social Value) | 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 | 15.00 | 75.00 |
| Bidder C | 50.00 | 12.00 | 62.00 |

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 3.1 of Attachment 1 – about the framework.

The maximum number of bidders of this framework may increase where two (2) or more bidders have tied scores in last position only.

* 1. Reserved rights

We also reserve the right to award a framework to any bidders whose final score is within 1% of the last position.

Example:

If for lot 1 the bidder in 15th place, last position has a final score of 60.00

The calculation we will use is:

Lot 1 - 15th place bidders 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 lot 1 place on the framework.

* 1. Intention to award

You can submit a bid for one or more lots

We will tell you if you have been successful or unsuccessful via the eSourcing suite. We will send an 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 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.

If you have bid as a consortium, the conclusion of a framework contract is subject to the provision of due ‘certificates, statements and other means of proof’ from EACH member of the consortium.

This means:

Professional indemnity insurance £1,000,000 – all Lots.

Public liability insurance £1,000,000 – all Lots.

Employers’ liability insurance £5,000,000 – all Lots.

Product liability insurance £1,000,000 – all Lots

Cyber Essentials Certificate (or ISO 27001 as an accepted equivalent) for Lot 1, 2, 3, 5, 6, 7 and 8

Cyber Essentials Plus Certificate (or ISO 27001 as an accepted equivalent) for Lot 4

Certification or proof of:

* ISO9001
* ISO/IEC 20000-1 2018
* ISO 22301
* ISO/IEC 27001
* ISO 22313
* ~~ISO/IEC 24762~~
* ISO 14001:2015

Attachment 11 Social Value Declaration

For Lot 4 at least one of the following:

* National Technical Authority for Information Assurance (CESG) Assured Services (Sanitisation) – CAS-Secure sanitisation of storage media - NCSC.GOV.UK; and/or
* Centre for the Protection of National Infrastructure (CPNI) certification Protect sensitive information and assets from creation to verified destruction. | CPNI; and/or
* Defence Infosec Product Co-Operation Group (DIPCOG) Approval

For Lot 4:

* a current and valid List X accreditation

For Lot 7 at least one of the following:

* CESG Assured Services (Sanitisation) – CAS-Secure sanitisation of storage media; and/or
* Centre for the Protection of National Infrastructure (CPNI) certification - Protect sensitive information and assets from creation to verified destruction. | CPNI; and/or
* BS EN 15713:2009 “Standard for Secure Destruction of Confidential Material”; and/or
* Defence Infosec Product Co-Operation Group (DIPCOG) Approval

You are required to send the documentary evidence of the above no later than the date provided in the Intention to Award letter. Failure to do so may mean that we will withdraw our offer of a framework contract.