

Invitation to tender

Attachment 2 – How to bid

**RM6100 Technology Services 3**

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1. How to make your bid
   1. Your bid must be made by the organisation that will be responsible for providing the 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 of Attachment 1 – About the Framework.
   3. Your bid must be **entered into the eSourcing tool.** We can only accept bids that we receive through the eSourcing tool.
   4. Upload ONLY those attachments we have asked for. Do not upload any attachments we haven’t asked for.
   5. Make sure you answer every question.
   6. You must submit your bid before the bid submission deadline, in paragraph 5 “Timelines for the competition” in Attachment 1 - About the Framework.
   7. It will be our decision whether we will accept bids submitted after the bid submission deadline.
   8. You must regularly check for messages in the eSourcing tool throughout the competition. You must log on to the eSourcing tool and access your message inbox for this competition to check for messages.
   9. If anything is unclear, or you are unsure how to complete your bid submission, you can raise a question before the clarification question deadline, via the eSourcing tool. Read paragraph 6 “When and how to ask questions” in Attachment 1 - About the Framework.
   10. We may require you to clarify aspects of your bid in writing and/or provide additional information. Failure to respond within the time required, or to provide an inadequate response will result in the rejection of your bid and your exclusion from this competition.
2. Selection stage
   1. At the Selection stage, we evaluate bidders’ technical, professional and financial capabilities. We will ask a range of questions appropriate to the procurement. It is important that you answer these questions accurately.
   2. If you are relying on any key subcontractors to provide the answers to the technical and professional ability 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.
3. Selection process
   1. After the bid submission deadline we will check all bids to make sure we have received everything we have asked for.
   2. We may ask you to clarify information you provide, if that is necessary. Don’t forget to check for messages in the eSourcing tool throughout the competition. You must log on to the eSourcing tool 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**.
4. Selection criteria
   1. We may exclude you from the competition at the Selection stage if:
      * you receive a ‘fail’ for any of the evaluated Selection questions.
      * any of the information you have provided proves to be false or misleading.
      * you have broken any of the competition rules in paragraph 9 Attachment 1 - About the Framework, or not followed the instructions given in this ITT pack.
   2. If we exclude you from the competition we will tell you and explain why.
5. Selection questionnaire

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

1. Award stage

If you have successfully passed the Selection stage, you will proceed to the Award stage.

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

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

When completing your bid you must:

* Read through the entire ITT pack specifically Framework Schedule 2 (Services and Key Performance Indicators) Section 2 – Specification carefully, and read more than once
* Read each question, the response guidance, marking scheme and evaluation criteria
* Read the Contract terms.
* If you are unsure, ask questions before the clarification questions deadline See paragraph 5 ‘Timelines for the competition’ and paragraph 6 ‘When and how to ask questions’ in Attachment 1 - About the Framework document
* Allow plenty of time to complete your responses; it always takes longer than you think to submit
* Your prices should be in line with the service level you offer, in response to the Award quality questions.

1. Award criteria

The Award stage consists of a quality evaluation (see paragraph 9 of this document) and a price evaluation (see paragraph 11 of this document).

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

The weighting for the quality evaluation is 80 marks and, the price evaluation is worth 20 marks.

1. Award process
   1. What YOU need to do

* Answer the quality questions section A and section B of the quality questionnaire in the eSourcing tool in the technical envelope.
* Lot 4 bidders are required to answer the Award Questionnaire questions for Lots 1, 2, 3, 3a, 3b, 3c and 3d in order to be deemed compliant.
* Complete the Pricing Matrix - Attachment 3 for the Lot(s) for which you are bidding.
* Upload your completed Pricing Matrix into the eSourcing tool in the commercial envelope to question PQ1 Pricing Matrix 3.2.2
  1. 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 tool. |
| 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 mandatory questions we will reject your bid and you will be excluded from the competition. If you have received a zero for any of the Lot specific questions you will be excluded from that Lot. We will tell you that your bid has been excluded from the competition or Lot and why.  Refer to tables at paragraph 12 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. |
| 6. | **Final Score**  Your quality score will be added to your price score, to create your final score as illustrated in paragraph 12.  If your overall score has not met the minimum combined quality and pricing score equivalent to or higher than **75** your bid will fail and you will not be awarded a place on the Framework Contract for the Lot or those Lots it affects. |
| 7. | **Award**  Awards will be made to the successful bidders following the standstill period, subject to Contract. |

1. Quality Evaluation

Questions AQA1, AQA2 are mandatory questions and will be evaluated 100/66/33/0. If you score a zero for either of the mandatory questions, 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.

Questions AQA3 and AQA4 are also mandatory questions and will be evaluated pass/fail. If you receive a fail for 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.

Questions AQB1, AQB2, AQB3, AQB3a, AQB3b, AQB3c, AQB3d and AQB5 are Lot specific questions. If you score a zero for a Lot specific question, we will reject your bid for that Lot. We will tell you that your bid has failed for that Lot and why. Lot 4 bidders are reminded that they are required to submit responses to AQB1, AQB2, AQB3, AQB3a, AQB3b, AQB3c and AQB3d as well as the mandatory questions in order to be deemed compliant. Receiving a zero score for any of these questions would also mean that you your bid has failed for those Lots and also Lot 4.

Questions AQC1, AQC2 and AQC3 are commercial pricing questions. Evaluation guidance is provided in Paragraph 11 Price evaluation.

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.

All of the quality questions, in section A and section B of the Award questionnaire will be independently assessed by our evaluation panel.

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

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

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

* Section A – Mandatory questions
* Section B – Lot specific questions
* Section C – Commercial Pricing
  1. A summary of all the questions in the quality questionnaire, along with the marking scheme, and weightings for each question is set out below:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Section** | | **Question Type** | **Marking Scheme** | **Question Weighting** |
|  |
| **SECTION A – ALL LOTS - MANDATORY QUESTIONS** | | | |  |
| AQA1 | Project Management | Text Box | 100/66/33/0 | All Lots excluding Lot 4 - 25%  Lot 4 – 15% |
| AQA2 | Buyer Satisfaction | Text Box | 100/66/33/0 | All Lots excluding Lot 4 - 25%  Lot 4 – 15% |
| AQA3 | Social Value / Policy fit | Text Box | Pass / Fail | N/A |
| AQA4 | Compliance with Framework | Option List | Pass / Fail | N/A |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Section** | | **Question Type** | **Marking Scheme** | **Question Weighting** |
| **SECTION B – LOT SPECIFIC QUESTIONS** | | | |  |
| AQB1 | Design to Gov and Buyer Tech Policies  If you are bidding for Lots 1, 4 or 5 you have to answer this question. | Text Box | 100/66/33/0 | Lot 1 - 50%  Lot 4 – 10%  Lot 5 – 25% |
| AQB2 | Service Transition  If you are bidding for Lots 2 or 4 you have to answer this question. | Text Box | 100/66/33/0 | Lot 2 - 50%  Lot 4 – 10% |
| AQB3 | Service Continuity  If you are bidding for Lots 3a, 3b, 3c, 3d or 4 you have to answer this question. | Text Box | 100/66/33/0 | Lot 3a – 25%  Lot 3b - 25%  Lot 3c – 25%  Lot 3d – 25%  Lot 4 – 10% |
| AQB3a | End User Device Services  If you are bidding for Lots 3a or 4 you have to answer this question. | Text Box | 100/75/50/25/0 | Lot 3a - 25%  Lot 4 - 10% |
| AQB3b | Operational Management Services  If you are bidding for Lots 3b or 4 you have to answer this question. | Text Box | 100/75/50/25/0 | Lot 3b - 25%  Lot 4 – 10% |
| AQB3c | Technical Management Services  If you are bidding for Lots 3c or 4 you have to answer this question. | Text Box | 100/75/50/25/0 | Lot 3c - 25%  Lot 4 – 10% |
| AQB3d | Application and Data Management Services  If you are bidding for Lots 3d or 4 you have to answer this question. | Text Box | 100/75/50/25/0 | Lot 3d - 25%  Lot 4 – 10% |
| AQB5 | Working with other Suppliers  If you are bidding for Lot 5 you have to answer this question. | Text Box | 100/75/50/25/0 | Lot 5 - 25% |

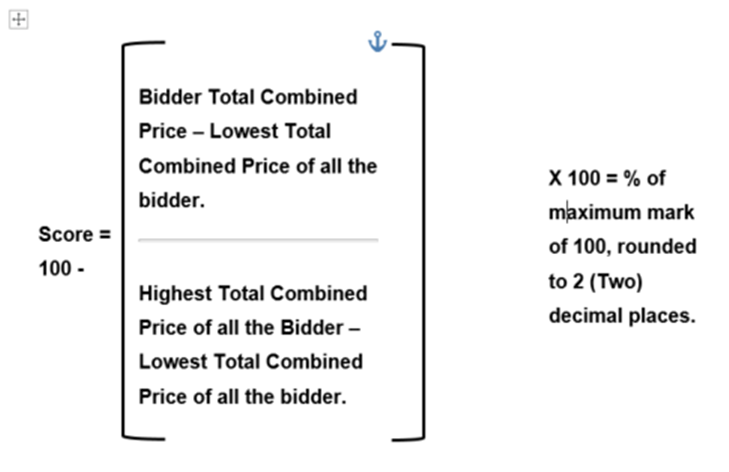
1. Price evaluation

This section contains information on how to complete the pricing and the price evaluation process.

Your commercial pricing response comprises of three parts;

AQC1 is operating profit margins and your response will pass or fail in line with the methodology described within the question response guidance.

AQC2 is Day Rates and will be evaluated using the methodology below:



The maximum mark achievable for AQC2 will be 100.

The mark achieved in response to question AQC2 will entitle the bidder to receive a mark which will be a percentage of the maximum mark available for this question. For example if a bidder scored 100% they would score 20, if they scored 50% they would score 10.

The price mark is generated by using the formula shown above to compare against all compliant bidder’s Total Combined Price which is generated by adding together all of the Combined Prices for question (as shown in the table above). Using this, the price evaluation will be conducted for each bidder in the applicable Lot.

AQC3 is discounts. This question will not be scored.

Failure to complete all sections of pricing within the Attachment 3 Pricing Matrix with a figure for the Lot(s) being bid for will result in your bid being deemed non-compliant and therefore failing these questions (AQC1, AQC2, AQC3). Your bid will then be disqualified from further participation in this Procurement for those Lot(s).

You must complete Attachment 3 Pricing Matrix by entering Maximum Percentage Margin(s) for AQC1 into the relevant tables within the relevant tabs (depending on which Lot(s) you are bidding for), and you must enter day rates for AQC2 for each Lot(s) you are bidding for into each relevant tab within Attachment 3 Pricing Matrix. You must then enter your discounts for AQC3 for each Lot(s) you are bidding for into each relevant tab within the Attachment 3 Pricing Matrix. Then, once complete, you must upload your completed pricing matrix as an attachment to question PQ1 3.2.2. You must upload your pricing matrix attachment as a file titled “Attachment 3 [bidder name] pricing matrix”.

You must enter a value / price / percentage, if you do not your bid will fail. CCS will, as in Attachment 2d Award Questionnaire, review any prices that appear to be abnormally low. You should know your prices will be fixed for the term of the Framework Contract.

Please refer to Part AQC – Commercial Pricing within Attachment 2d Award Questionnaire for questions AQC1, AQC2 and AQC3 and further guidance.

1. 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.

Please see tables A, B, C, E, F, G and H below for an example of how your overall score for quality and price will be calculated for each Lot.

Table A – Lot 1 Technology Strategy & Service Design

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| AQA1 | Project Management | 25% | 100 | 100 | 25.00 |
| AQA2 | Buyer Satisfaction | 25% | 100 | 100 | 25.00 |
| AQA3 | Social Value/ Policy fit | N/A | N/A | PASS | N/A |
| AQA4 | Compliance with Framework | N/A | N/A | PASS | N/A |
| AQB1 | Design to Gov and Buyer Tech Policies | 50% | 100 | 100 | 50.00 |
| **Quality score** | | | | | **100.00** |
| **Quality Score x Quality rating (100x80%)** | | | | | **80.00** |
| **Pricing Score** | | | | | **100.00** |
| **Pricing Score x Pricing rating (100x20%)** | | | | | **20.00** |
| **Overall Score (80.00 + 20.00)** | | | | | **100.00** |

Table B – Lot 2 Transition & Transformation

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| AQA1 | Project Management | 25% | 100 | 100 | 25.00 |
| AQA2 | Buyer Satisfaction | 25% | 100 | 100 | 25.00 |
| AQA3 | Social Value/ Policy fit | N/A | N/A | PASS | N/A |
| AQA4 | Compliance with Framework | N/A | N/A | PASS | N/A |
| AQB2 | Service Transition | 50% | 100 | 66 | 33.00 |
| **Quality score** | | | | | **83.00** |
| **Quality Score x Quality rating (83.00x80%)** | | | | | **66.40** |
| **Pricing Score** | | | | | **32.30** |
| **Pricing Score x Pricing rating (32.30x20%)** | | | | | **6.46** |
| **Overall Score (66.40 + 6.46)** | | | | | **72.86** |

Table C – Lot 3a End User Support

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| AQA1 | Project Management | 25% | 100 | 33 | 8.25 |
| AQA2 | Buyer Satisfaction | 25% | 100 | 66 | 16.50 |
| AQA3 | Social Value/ Policy fit | N/A | N/A | PASS | N/A |
| AQA4 | Compliance with Framework | N/A | N/A | PASS | N/A |
| AQB3 | Service Continuity | 25% | 100 | 66 | 16.50 |
| AQB3a | End User Device Services | 25% | 100 | 25 | 6.25 |
| **Quality score** | | | | | **47.50** |
| **Quality Score x Quality rating (47.50x80%)** | | | | | **38.00** |
| **Pricing Score** | | | | | **0.00** |
| **Pricing Score x Pricing rating (0.00x20%)** | | | | | **0.00** |
| **Overall Score (38.00 + 0.00)** | | | | | **38.00** |

Table D – Lot 3b Operational Management

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| AQA1 | Project Management | 25% | 100 | 33 | 8.25 |
| AQA2 | Buyer Satisfaction | 25% | 100 | 66 | 16.50 |
| AQA3 | Social Value/ Policy fit | N/A | N/A | PASS | N/A |
| AQA4 | Compliance with Framework | N/A | N/A | PASS | N/A |
| AQB3 | Service Continuity | 25% | 100 | 66 | 16.50 |
| AQB3b | Operational Management Services | 25% | 100 | 100 | 25.00 |
| **Quality score** | | | | | **66.25** |
| **Quality Score x Quality rating (66.25x80%)** | | | | | **53.00** |
| **Pricing Score** | | | | | **78.16** |
| **Pricing Score x Pricing rating (78.16x20%)** | | | | | **15.63** |
| **Overall Score (53.00 + 15.63)** | | | | | **68.63** |

Table E – Lot 3c Technical Management

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| AQA1 | Project Management | 25% | 100 | 100 | 25.00 |
| AQA2 | Buyer Satisfaction | 25% | 100 | 66 | 16.50 |
| AQA3 | Social Value/ Policy fit | N/A | N/A | PASS | N/A |
| AQA4 | Compliance with Framework | N/A | N/A | PASS | N/A |
| AQB3 | Service Continuity | 25% | 100 | 66 | 16.50 |
| AQB3c | Technical Management Services | 25% | 100 | 100 | 25.00 |
| **Quality score** | | | | | **83.00** |
| **Quality Score x Quality rating (83.00x80%)** | | | | | **66.40** |
| **Pricing Score** | | | | | **53.94** |
| **Pricing Score x Pricing rating (53.94x20%)** | | | | | **10.79** |
| **Overall Score (66.40 + 10.79 )** | | | | | **77.19** |

Table F – Lot 3d Application & Data Management

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| AQA1 | Project Management | 25% | 100 | 33 | 8.25 |
| AQA2 | Buyer Satisfaction | 25% | 100 | 66 | 16.50 |
| AQA3 | Social Value/ Policy fit | N/A | N/A | PASS | N/A |
| AQA4 | Compliance with Framework | N/A | N/A | PASS | N/A |
| AQB3 | Service Continuity | 25% | 100 | 33 | 8.25 |
| AQB3d | Application and Data Management | 25% | 100 | 25 | 6.25 |
| **Quality score** | | | | | **39.25** |
| **Quality Score x Quality rating (39.25x80%)** | | | | | **31.40** |
| **Pricing Score** | | | | | **6.34** |
| **Pricing Score x Pricing rating (6.34x20%)** | | | | | **1.27** |
| **Overall Score (31.40 + 1.27)** | | | | | **32.67** |

Table G – Lot 4 Major Service Transformation Programmes

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| AQA1 | Project Management | 15% | 100 | 100 | 15.00 |
| AQA2 | Buyer Satisfaction | 15% | 100 | 66 | 9.90 |
| AQA3 | Social Value/ Policy fit | N/A | N/A | PASS | N/A |
| AQA4 | Compliance with Framework | N/A | N/A | PASS | N/A |
| AQB1 | Design to Gov and Buyer Tech Policies | 10% | 100 | 66 | 6.60 |
| AQB2 | Service Transition | 10% | 100 | 100 | 10.00 |
| AQB3 | Service Continuity | 10% | 100 | 66 | 6.60 |
| AQB3a | End User Device Services | 10% | 100 | 75 | 7.50 |
| AQB3b | Operational Management Services | 10% | 100 | 100 | 10.00 |
| AQB3c | Technical Management Services | 10% | 100 | 50 | 5.00 |
| AQB3d | Application and Data Management Services | 10% | 100 | 25 | 2.50 |
| **Quality score** | | | | | **73.10** |
| **Quality Score x Quality rating (73.10x80%)** | | | | | **58.48** |
| **Pricing Score** | | | | | **75.88** |
| **Pricing Score x Pricing rating (75.88x20%)** | | | | | **15.18** |
| **Overall Score (58.48 + 15.18)** | | | | | **73.66** |

Table H – Lot 5 Service Integration & Management

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| AQA1 | Project Management | 25% | 100 | 66 | 16.50 |
| AQA2 | Buyer Satisfaction | 25% | 100 | 66 | 16.50 |
| AQA3 | Social Value/ Policy fit | N/A | N/A | PASS | N/A |
| AQA4 | Compliance with Framework | N/A | N/A | PASS | N/A |
| AQB1 | Design to Gov and Buyer Tech Policies | 25% | 100 | 33 | 8.25 |
| AQB5 | Working with other Suppliers | 25% | 100 | 100 | 25.00 |
| **Quality score** | | | | | **66.25** |
| **Quality Score x Quality rating (66.25x80%)** | | | | | **53.00** |
| **Pricing Score** | | | | | **68.23** |
| **Pricing Score x Pricing rating (68.23x20%)** | | | | | **13.65** |
| **Overall Score (53.00 + 13.65)** | | | | | **66.65** |

Bidders who have met the minimum combined quality and pricing threshold of 75 will then be considered for an Award of a Framework Contract.

* 1. Reserved rights

We also reserve the right to award a Framework Contract to any bidders whose final score is within 1% of the minimum combined quality and pricing threshold of 75. So any bidder who receives a final combined quality and pricing score of 74.25 or above will be awarded a Framework Contract.

* 1. Intention to award

You can submit a bid for one or more Lots. Bidders may be awarded a Framework Contract on more than 1 Lot.

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

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

If during standstill we do receive a substantive challenge to our decision to award and the challenge is for a certain Lot, we reserve the right, to conclude a Framework Contract with successful bidders for the Lot(s) that have not been challenged.

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

* 1. Framework Contract

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

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

This means:

* Insurance Certificates as per Attachment 2a – Selection questionnaire part 7
* Cyber Essentials Certificate as per Attachment 2a – Selection Questionnaire part 8