



Crown  
Commercial  
Service

# CALL-OFF CONTRACT

RM3764ii Mini Competition and  
Call-Off Procedure

## Background

The purpose of this document is to outline the procedure for the award of a Call-Off Contract.

Buyers will shortlist capable suppliers using the RM3764ii Catalogue, carry out a Mini Competition tender, evaluate and then award a Call-Off Contract based on their Award criteria.

## RM3764ii Catalogue

The Catalogue, which will be made publically available on the Crown Commercial Service (CCS) website, provides:

- A list of the certified Cyber Security Services 2 suppliers.
- The Certifications which they have received – relating to the schemes they are certified for.
- The roles they have been awarded
- The geographic locations which the suppliers can work
- The industry sectors they can work within.
- The supplier's maximum day rates for these role, and services.

Buyers will use the Catalogue to short list suppliers, based on their requirements.

## Award of a Call-Off Contract

Award of a Call-Off Contract shall be to the Supplier who submits the most economically advantageous tender following a Mini Competition tender and based on the Award criteria set by the Buyer.

If CCS or any other Buyer decides to source Cyber Security Services through the Agreement, then it will award the Call-Off Contract in accordance with the procedures, the requirements of the Regulations and the guidance set out in this document.

For the purposes of this document, "**Guidance**" shall mean any guidance issued or updated by the UK Government from time to time in relation to the Regulations.

To award a Call-Off Contract, the Buyer:

- must develop a requirements document, setting out which Cyber Security Services they need;
- Needs to review the Call-Off Contract (RM3764ii Standard Terms);
- should amend or refine the Call-Off Contract and Order Form to reflect their requirements, These amendments may only be made in accordance with the Regulations and Guidance;
- shall use the Catalogue to filter and identify capable suppliers who can deliver the relevant Cyber Security Services. Buyers may filter by:
  - regional locations,
  - technologies and languages
  - and/or cyber roles.
- shall send an invitation to tender to those capable suppliers.
- shall carry out a Mini Competition tender in accordance with this document.
- may award a Call-Off Contract in accordance with this document.

## Mini Competition tender procedure

### Create

Buyers should remember that when shortlisting suppliers, **all** capable suppliers must be invited to tender.

What to include in the Mini Competition:

1. Decide the type of tender required. The options are:
  - i. **Short tender** – Written bid only
  - ii. **Medium tender** - Written bid and validation presentation
  - iii. **Full tender** - Written bid and practical demonstration/testing with scrutiny process
2. Include Award Questionnaire and the Award criteria (as described in Table 1 below) including any sub-criteria, any weightings and minimum pass marks.
3. Details of any presentation or demonstration needed and any minimum pass mark required;
4. Whether price will be evaluated in written form or by eAuction.
5. How suppliers are to submit a written bid for each requirement they are bidding for. This should include the method the supplier needs to respond by. For example: via the CCS E-Sourcing suite or by email.
6. The tender timetable including the tender deadline. This will be the date by which the suppliers must submit their bid. The timetable should also Include any important dates e.g. the date of any testing or presentations.  
The timetable should take into account the complexity of the requirements and the time it might take for suppliers to prepare and submit tenders.

## Clarification of bids

A Buyer may clarify any aspect of a supplier's written bid before carrying out evaluation.

For example, to clarify ambiguity or correction of an obvious error.

Clarification is carried out in writing.

## Type of tender options explained

All tenders submitted before the tender deadline will be evaluated.

Each option includes the **Short Tender** process as standard.

<b>Written evaluation</b>	Evaluators shall evaluate each supplier's response to the Award Questionnaire against the Award criteria set out. The evaluators shall record their scores centrally and then attend a Consensus meeting to finalise the scores for each supplier.
<b>Consensus meeting</b>	<p>The evaluators shall meet to agree the final score to be awarded to each supplier for their written bid ("<b>Consensus meeting</b>"). The Consensus meeting will be overseen by an independent commercial adjudicator who will facilitate the meeting from a commercial and compliance perspective.</p> <p>During the meeting the evaluators will agree scores in line with the Award criteria.</p> <p>A supplier that fails to meet the minimum pass mark for their written submission shall be excluded from further participation in the Mini Competition Procedure.</p>

### **Medium Tender**

Following the **Short Tender** consensus meeting Medium length tenders then...

<b>Validation presentation</b>	<p>The validation presentation shall be run by the independent commercial adjudicator.</p> <p>During the validation presentation the evaluators may clarify any part of the supplier's written bid.</p> <p>In order to ensure that the validation presentation is carried out fairly and transparently, the independent commercial adjudicator shall ensure the following:</p> <ul style="list-style-type: none"> <li>• That there is no negotiation between the evaluators and</li> </ul>
--------------------------------	--

	<p>the supplier;</p> <ul style="list-style-type: none"> <li>• discussion will be limited to clarification of the supplier's oral submission content only: and</li> <li>• the supplier or Buyer do NOT introduce any new information or questions.</li> </ul>
<b>Further Consensus meeting</b>	<p>Following the validation presentation, the independent commercial adjudicator will conduct a further consensus meeting to agree final scores for the written submission in line with the Award criteria. This may result in a reduction of the previous consensus score. A reduction in the score means that the validation presentation did not demonstrate that the supplier met the previous consensus score.</p> <p>The supplier's previous consensus score cannot be increased.</p>

### **Full Tender**

Following the **Short Tender** consensus meeting Full length tenders then...

<b>Practical demonstration and/or testing</b>	<p>Details of the date, time and location for the practical demonstration and/or testing will be provided to the suppliers by email and time slots will be provided on a first come first serve basis.</p> <p>The structure of the practical demonstration and/or testing will be set out by Buyer in the competition.</p> <p>The purpose of the practical demonstration is to evaluate whether the resources required to meet the Buyer's requirements can be met by the supplier. It shall require those resources submitted by the supplier to address the relevant standard questions set out in the table below. The Buyer may also include up to 3 additional questions providing the questions:</p> <ul style="list-style-type: none"> <li>• relate directly to the subject matter of the Buyer's requirements;</li> <li>• clearly test an element of the supplier's proposals and the Buyer believes it is necessary for the element to be tested;</li> <li>• are distinct from the standard questions and do not address the same subject matter;</li> <li>• can be evaluated with reference to the Award criteria; and</li> <li>• are compliant with the Regulations and any Guidance.</li> </ul> <p>The practical demonstration shall be run by the independent commercial adjudicator.</p>
---	--

	<p><b>Testing (Optional)</b></p> <p>Where applicable, the buyer may specify if testing is required.</p> <p>Those suppliers that have met the minimum score for their written bids, shall be asked to participate in testing.</p> <p>Testing involves different methods of validating the supplier's capability to complete the buyer's requirements.</p> <p>Testing usually relies on the buyer being able to facilitate such testing</p>
--	---

### All tender options

<b>Price evaluation</b>	<p>Finally the evaluators will evaluate the supplier's tendered price.</p> <p>Where a Buyer has stated that that an eAuction shall be used as part of the Mini Competition Procedure, this will be done in accordance with the process set out below.</p>
<b>Decision to award</b>	<p>The Buyer shall award the Call-Off Contract to the supplier who submits the most economically advantageous tender based on the Award criteria, including Price (which may be determined by eAuction where relevant).</p>

## Standard Scrutiny Questions

Question	Weighting (%)
<p><b>Team Working</b> - how will the resources submitted by the supplier work effectively as a team:</p> <ul style="list-style-type: none"> <li>• Please describe how the resource will ensure they work effectively as part of any team submitted by the Framework supplier; and</li> <li>• Please describe how the resource will ensure that they contribute fully to the buyer's wider team.</li> </ul>	5% -80%
<p><b>Communication skills</b> – how will the resources put forward by the supplier ensure that they communicate to effectively to other team members, the buyer and end users as appropriate:</p> <ul style="list-style-type: none"> <li>• Please describe how the resource will report effectively up the management chain within the buyer body</li> <li>• Please describe how the resource will deliver specialist technical information to an experienced technical buyer; and</li> <li>• Please describe how the resource will deliver specialist technical information to an end user assuming that the end user has no technical knowledge.</li> </ul>	5% -80%
<p><b>Problem solving</b> – how would the resources put forward by the supplier identify and solve issues:</p> <p>The Buyer shall provide a scenario that is directly relevant to the Requirements and the resource must:</p> <ul style="list-style-type: none"> <li>• identify a key problem and describe how they would report such problem to the relevant manager;</li> <li>• put forward their proposed solution to the problem which must be proportionate and relevant to the scenario proposed; and</li> <li>• explain how they would ensure that senior stakeholders accept their recommendation, where there may be internal conflicting priorities</li> </ul>	5% -80%
<p><b>Cyber Security Standards</b>– how will the supplier ensure its resources are able to work in a manner that meets the standards</p>	5% -80%

<ul style="list-style-type: none"> <li>• Providing services that fall within one of the 7 defined services</li> <li>• Delivery of services and consultancy that follows the Consultancy Lifecycle</li> <li>• Head Consultant meets the professional skills, qualification and certification requirements</li> <li>• Consultancy service based on a track record of high quality delivery, led by Head Consultants</li> <li>• The service delivery will continue to meet on going obligations of the standard including reporting</li> </ul>	
<p><b>Ability to add value</b> – how will the supplier ensure that its resources add value to the buyer:</p> <ul style="list-style-type: none"> <li>• Please give an example of a new technology, process or similar that the resource would be able to apply in its day to day role that will add value to the buyer without incurring additional costs.</li> </ul>	5% -80%

Each evaluator will evaluate the supplier's response to each of the standard questions and any additional questions by awarding a score based on the marking scheme set out in the table below. Where the Buyer has stated in their Mini Competition tender that the questions shall consist of elements to be scored separately, the same marking scheme shall be used for each element.

All marks will be awarded on the basis of the content of the oral presentation given and no marks will be awarded for presentation skills and/or use of supplementary materials

## Example scoring mechanism:

Marks	Criteria
3	The resources put forward by the supplier clearly demonstrate the supplier's ability to fully address each element of the response guidance.
2	The resources put forward by the supplier clearly demonstrate the supplier's ability to fully address two of the three elements of the response guidance.
1	The resources put forward by the supplier clearly demonstrate the supplier's ability to fully address one of the three elements of the response guidance.
0	The resources put forward by the supplier were unable to address any of the three elements of the response guidance or were unable to give any answer to the question.

## eAuctions

Where the Buyer wishes to use an eAuction, it shall do so in accordance with the rules laid down by the Buyer and the Regulations.

The supplier acknowledges that Buyers may wish to undertake an electronic reverse auction, where suppliers compete in real time by bidding as the auction unfolds ("Electronic Reverse Auction").

Before undertaking an Electronic Reverse Auction, the relevant Buyer will make an initial full evaluation of all tenders received in response to invitation to tender. The Buyer will then invite to the Electronic Reverse Auction only those tenders that are admissible in accordance with the Regulations. The invitation shall be accompanied by the outcome of the full initial evaluation of the relevant tenders.

The Buyer will inform the suppliers of the specification for the Electronic Reverse Auction which shall include:

- the information to be provided at auction, which must be expressed in figures or percentages of the specified quantifiable features;
- the mathematical formula to be used to determine automatic ranking of bids on the basis of new prices and/or new values submitted;
- any limits on the values which may be submitted;



- a description of any information which will be made available to suppliers in the course of the Electronic Reverse Auction, and when it will be made available to them;
- the conditions under which suppliers will be able to bid and, in particular, the minimum differences which will, where appropriate, be required when bidding;
- relevant information concerning the electronic equipment used and the arrangements and technical specification for connection;
- the date and time of the start of the Electronic Reverse Auction; and
- details of when and how the Electronic Reverse Auction will close.

The Electronic Reverse Auction may not start sooner than two (2) Working Days after the date on which the specification for the Electronic Reverse Auction has been issued.

Throughout each phase of the Electronic Reverse Auction the Buyer will communicate to all suppliers, sufficient information to enable them to ascertain their relative ranking.

The supplier acknowledges and agrees that:

- the Buyer and its officers, servants, agents, group companies, assignees and customers (including the Authority) do not guarantee that its access to the Electronic Reverse Auction will be uninterrupted or error-free;
- its access to the Electronic Reverse Auction may occasionally be restricted to allow for repairs or maintenance; and
- it will comply with all such rules that may be imposed by the Buyer in relation to the operation of the Electronic Reverse Auction.

The Buyer will close the Electronic Reverse Auction on the basis of:

- a date and time fixed in advance;
- when no new prices or values meeting the minimum differences required have been received within the prescribed elapsed time period; or
- when all the phases have been completed.

## No Award

Notwithstanding the fact that the Buyer has followed the procedure (as set out above), the Buyer shall be entitled at all times to decline to make an award for its services requirements. The Buyer may also cancel the award procedure at any time. The Buyer is not obliged to award any Call-Off Contract.

## Responsibility for awards

The Supplier acknowledges that each Buyer is independently responsible for the conduct of its award of Call-Off Contracts under this agreement. CCS is not responsible, or accountable for, and shall have no liability whatsoever in relation to:

- the conduct of other Buyers in relation to this agreement; or
- the performance or non-performance of any Call-Off Contracts between the supplier and Buyers entered into pursuant to this agreement.

## Signing the Call-Off

- The Parties agree that any document or communication (including any document or communication in the apparent form of a Call-Off Contract) which is not as described in this paragraph within this guidance, shall not constitute a Call-Off Contract under this agreement.
- Where the supplier is successful following a Mini Competition Procedure, on receipt of a Call-Off Contract from a Buyer, the supplier shall accept the Call-Off Contract by promptly signing and returning a copy to the Buyer concerned.
- On receipt of the signed Call-Off Contract from the supplier, the Buyer shall send a written notice of receipt to the supplier and CCS (at [digitalfuture@crownccommercial.gov.uk](mailto:digitalfuture@crownccommercial.gov.uk)) and a Call-Off Contract shall be formed.

**Table 1: Mini Competition Award Criteria**

- The Buyer will provide supplier's with an Award Questionnaire as part of their invitation to tender. The Award Questionnaire will set out relevant questions that suppliers will need to answer to demonstrate their services and capability to deliver Buyer's requirements.
- The Award Questionnaire will set out the marking scheme for each question which will be based on the Award criteria set out below.

	<b>Mini Competition Award Criteria</b>	<b>Potential buyers weighting</b>
<b>Written bid</b>  These 3 sections can be worth either 60% or 80% depending on how the buyer structures their requirements.	<b>Technical merit &amp; functional fit:</b>  Against specific consultancy or solution delivered to achieve the overall outcomes.	Criteria weighting 60% or more (up to 100%)
	<b>Value for money:</b>  For the service being delivered and/or value for money of undertaking the service.	Criteria weighting 0% or more (up to 20%)
	<b>Soft skills:</b>  Ability of the team or individuals to work with the buyer and be able to deliver and achieve the overall outcomes.	Criteria weighting 0% or more (up to 20%)
<b>Practical Demonstration/Testing</b>	Scrutiny of shortlisted supplier's bid	0 - 20%
<b>Clarification</b>	To clarify the suppliers written bid and reduce any agreed scores based on the feedback. Scores may not be increased	n/a
<b>Price</b>	Price evaluation is based on lowest price or eAuction	20%