

Invitation to tender

Attachment 2 – How to bid

RM6371 Print Marketplace 2

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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. Your bid must be **entered into the** [**eSourcing suite.**](https://crowncommercialservice.bravosolution.co.uk/web/login.html) We can only accept bids that we receive through the [eSourcing suite](https://crowncommercialservice.bravosolution.co.uk/web/login.html).
   3. 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 1.12.2
   4. 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 1.12 Group or Consortium Details.

* 1. If you are bidding as a consortium, each consortium member (other than the consortium member responding to the electronic Selection Questionnaire within the eSourcing Suite) will be required to complete an Attachment 4a – Information & Declarations\_Consortium. In this attachment, consortium members will respond to part 1 and 2 Selection Questionnaire declarations and some part 3 selection questions in their own right. It is clearly indicated within the electronic Selection Questionnaire (a copy of which can be found at Attachment 2a Selection Questionnaire) when the consortium member completing the electronic Selection Questionnaire should respond on behalf of ALL consortium members for part 3 selection questions.
  2. You must log on to the eSourcing suite and access your message inbox for this competition to check for messages. You must regularly check for messages in the eSourcing suite throughout the competition.
  3. Upload ONLY those attachments we have asked for. Do not upload any attachments we haven’t asked for.
  4. Make sure you answer every question.
  5. You must submit your bid before the bid submission deadline, in section 5 “Timelines for the competition” in attachment 1 - About the Framework.
  6. 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.
  7. 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 section 6 “When and how to ask questions” in Attachment 1 - About the Framework.
  8. 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

1. **Selection stage** 
   1. At the selection stage, we evaluate bidders’ technical, professional and financial capabilities. We will ask a range of questions appropriate to the procurement. It is important that you answer these questions accurately.
   2. When responding to part 1 and part 2 Selection Questionnaire declarations, you must respond on behalf of all relevant persons in your organisation as per PCR 2015, regulation 57(2), i.e., members of the administrative, management or supervisory body of your organisation including those with powers of representation, decision or control.
   3. If you are relying on any Key Subcontractors to meet the selection criteria within Part 3 of the Selection Questionnaire, you must tell us. If a Key Subcontractor is being relied on to meet Part 3 selection criteria, you must clearly tell us within Attachment 7 – Key Subcontractor Details which criteria you are relying on them for and you must ensure that each of these applicable Key Subcontractors completes Attachment 4b – Information and Declarations\_Key Subcontractor\_Guarantor and this is submitted via the applicable question within the electronic Selection Questionnaire.
   4. If, following financial assessment, we require you to nominate a guarantor, we will contact you and tell you. You are not permitted to nominate a guarantor for Part 3 – Financial Risk Viability Assessment (FVRA) at the point of tender submission. You must undergo the financial assessment within your own right initially. Should we deem it appropriate to offer you the opportunity to nominate a guarantor post-tender submission, we will also require the nominated guarantor to complete Attachment 4b – Information and Declarations\_Key Subcontractor\_Guarantor.
   5. You must ensure you read the instructions for the Attachment 2b(i) and Attachment 2b(ii) carefully. Your contract examples must be from two (2) different customers you have delivered the services to. You must ensure that you allow plenty of time to send to your Contract Customers, for them to complete and return to you.
   6. It is essential that you clearly and unambiguously fall within the scope of the requirement, as set out in Framework Schedule 1a (Specification) and fully comply with the instructions contained within Attachment 2b Certificate of Technical and Professional Ability (COTPA) - Contract Example Template.
   7. Remember CCS may contact the Contract Customers to verify the information provided in your Attachment 2b(s), if the Contract Customers cannot or will not verify the information or fails to respond to a verification request from CCS, your bid may be rejected and you may be excluded from the competition. We will tell you why your bid has been excluded
2. **Selection process**
   1. After the bid submission deadline we will check all bids to make sure we have received everything we have asked for.
   2. We may ask you to clarify information you provide, if that is necessary. Don’t forget to check for messages in the eSourcing suite throughout the competition on a daily basis. 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 theevaluation guidance.
3. **Selection criteria**
   1. We may exclude you from the competition at the selection stage if:

* you submit a non-compliant bid
* you, or a member of your consortium receive a ‘fail’ for any of the evaluated selection questions.
* you, or a member of your consortium, do not pass the economic and financial standing assessment to the satisfaction of CCS.
* any of the information you have provided proves to be false or misleading.
* you have broken any of the competition rules in Attachment 1 About the framework, or not followed the instructions given in this ITT pack.
* you receive a ‘fail’ for any of the selection questions contained in part 3 Technical and Professional Ability. For the avoidance of doubt, if a customer indicates OPTION B when completing TABLE B of your Attachment 2b(s) or cannot or will not verify the information you have provided or fails to respond to a verification request from CCS, this may result in you being awarded a fail.
  1. If we exclude you from the competition we will tell you and explain why.

1. **Selection questionnaire** 
   1. Please refer to Attachment 2a Selection questionnaire. Remember you must complete the questionnaire online in the eSourcing suite (Qualification Envelope).
2. **Award stage** 
   1. If you have successfully passed the selection stage, you will proceed to the award stage.
   2. We have tried to make our award stage as simple as possible, whilst achieving the best possible commercial outcomes.
   3. Your bid must deliver what our buyers need, at the best possible price you can give.
   4. When completing your bid you must:

* Read through the entire ITT pack, including Attachment 1a - Framework Schedule 1a (Specification)carefully, and read more than once
* Read each question, the response guidance, marking scheme, evaluation criteria and the instructions on response parameters and required format.
* Read the contract terms set out at Attachment 10 - Framework Contract Documents.
* If you are unsure, ask questions before the clarification questions deadline See section 5 ‘Timelines for the competition’ and section 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 bid via the eSourcing Suite and to ensure any completion errors are rectified before the bid submission deadline.
* Your prices should be in line with the service level you offer, in response to the award quality questions

1. **Award criteria** 
   1. The Award Stage consists of a quality evaluation (see paragraph 9 of this document) and a price evaluation (see paragraph 11 of this document).
   2. The award of this framework will be on the basis of the ‘Most Economically Advantageous Tender’ (MEAT).
   3. The weighting for the quality evaluation is 80 marks (including 10 marks for the social value questions in Section B) and the weightings for the price evaluation is worth 20 marks.
2. **Award process**
   1. What YOU need to do

* answer the quality questions of the quality questionnaire in the eSourcing suite in the Technical Envelope.
* Complete the Price Matrix Attachment 3.
* Upload your completed Price Matrix into the eSourcing suite in the Commercial Envelope to question PQ1.
  1. What **WE** will do at the award stage

| 1. | **Compliance Check**  First, we will do a check to make sure that you submitted your bid in line with our instructions. |
| --- | --- |
| 2. | **Quality Evaluation - System Validation Demonstration**  You must complete and submit the **Attachment 2d Appendix 1 Specification System Validation Checklist** and attach the document to question A4 as part of your bid submission. Some areas of the checklist will be tested as part of the System Validation Demonstration.  You will be invited to a virtual meeting to demonstrate and verify that the current Print Marketplace system you have in place satisfactorily complies with the minimum requirements set out in **Attachment 2c System Validation Demonstration**. d in your invitation.  It is expected the meeting will be hosted on either the Google-Meet or Microsoft Teams platform. This is to be confirmed  As described in Attachment 2c, your demonstration will be assessed by an evaluation panel. After your demonstration, the evaluators will meet to discuss their assessments and the reasons for their marks. The panel will reach a consensus regarding whether your bid has passed or failed the demonstration criteria’s minimum requirements.  As described in Attachment 2c, if you do not pass all the minimum requirements you will fail the demonstration and be excluded from the competition.   * 1. If we exclude you from the competition we will tell you and explain why. |
| 3. | **Technical 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. |
| 4. | **Consensus**  Once the evaluators have independently assessed your answers to the quality 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. |
| 5. | **Moderation**  **​**Once the consensus meetings have taken place, the consensus manager(s) will review the consensus marks and reasons for the marks agreed with evaluators for any errors or discrepancies. If any errors or discrepancies are identified, marks may be changed as a result of this moderation exercise. The reasons for revisiting the marks and the outcome of revisiting the marks will be fully recorded. |
| 5. | **Quality Threshold**  If you have received a mark of 0 **(zero)** for any of the quality questions or not met the minimum Quality Scores as follows:   * Question B1, C1 and C4 is 33 (thirty three); and * Question C2 and C3 is 50 (fifty);   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 under section 9.3 for an example of how your **Quality Score** will be calculated. |
| 6. | **Evaluate Pricing**  We will 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 Section 11 – Price Evaluation. |
| 7. | **Final Score**  Your Quality Score will be added to your Price Score, to create your final score as illustrated in Section 12 – Final decision to award. |
| 8. | **Award**  The Award will be made to the successful bidder following the standstill period, subject to contract. |

1. **Quality Evaluation**
   1. Question A1, A2, A3 and A4 are mandatory questions and will be evaluated PASS / FAIL. If you answer no to one or more of these 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.
   2. In relation to A4, you are required to submit a completed **Attachment 2d - System Validation Checklist**. You will then be invited to attend a system validation demonstration where you will be required to demonstrate that your system has the required functionality.
      1. Please ensure that you read and understand the instructions in this section and within **Attachment 2c - System Validation Demonstration**.
   3. Section B covers Social Value and Section C covers the generic quality questions relating to the framework contract.
      1. Each of the quality questions in Sections B and C of the quality questionnaire will be independently assessed by our evaluation panel.
      2. 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.
      3. 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.
      4. Each weighted mark will then be added together to calculate your quality score.
      5. Please see tables below for examples of how your quality score will be calculated for Sections B and C.
      6. Section B has an evaluation weighting of 10% and Section C has an evaluation weighting of 70%.

**Table A:**

| **Section B Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| --- | --- | --- | --- | --- | --- |
| B1 | Delivering Social Value | 10% | 100 | 66 | 6.6 |
| **Social Value Quality score (10%)** | | | | | **6.6** |

| **Section C Questions** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| --- | --- | --- | --- | --- | --- |
| C1 | System and Service Readiness | 17.5% | 100 | 100 | 17.5 |
| C2 | Service Delivery | 17.5% | 100 | 100 | 17.5 |
| C3 | Supply Chain Management | 17.5% | 100 | 100 | 17.5 |
| C4 | Maximising Value | 17.5% | 100 | 100 | 17.5 |
| **Quality score (70%)** | | | | | **70.00** |

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

* Section A – Mandatory Service Requirements Questions
* Section B - Social Value Question
* Section C - Generic Questions
  1. A summary of all the questions in the quality and technical questionnaire, along with the marking scheme and weightings for each question is set out below:

|  | | | **Marking scheme** |
| --- | --- | --- | --- |
| **Section A – Mandatory Service Requirements** | | | |
| A1 | Accept Competition Rules | | **Pass / Fail** |
| A2 | Accept Contract Terms | | **Pass / Fail** |
| A3 | Compliance with Framework Schedule 1a - Specification | | **Pass / Fail** |
| A4 | Compliance with System Requirements | | **Pass / Fail** |

|  | | | **Marking scheme** | **Weighting (10%)** |
| --- | --- | --- | --- | --- |
| **Section B – Social Value** | | | | |
| B1 | Demonstrate how you will promote and deliver social value, including Carbon Net Zero, throughout the duration of the framework contract. | | 100/66/33/0 | 10% |

this will be the SV AQ here

|  | | | **Marking scheme** | **Weighting (70%)** |
| --- | --- | --- | --- | --- |
| **Section C – Generic Questions** | | | | |
| C1 | System and Service Readiness | | 100/66/33/0 | 17.5 % |
| C2 | Service Delivery | | 100/75/50/25/0 | 17.5 % |
| C3 | Supply Chain Management | | 100/75/50/25/0 | 17.5 % |
| C4 | Maximising Value | | 100/66/33/0 | 17.5 % |

| **Section A – Mandatory Service Requirements** | |
| --- | --- |
| **A1 Accept Competition Rules** | |
| Do you accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules ?  Please answer ‘Yes’ or ‘No’.  **Yes -** You accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules.  **No** - You do not accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules. | |
| **A1 Response guidance**  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.  You are required to select either option YES or NO from the drop down list.  Providing a ‘Yes’ response means you accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules.  If you select ‘No’ to indicate that you do not accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules, you will be excluded from further participation in this competition. | |
| **Marking scheme** | **Evaluation guidance** |
| **Pass** | You have selected option ‘Yes’ confirming that you accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules. |
| **Fail** | You have selected ‘No’ confirming that you do not accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules. |

| **Section A – Mandatory Service Requirements** | |
| --- | --- |
| **A2 Accept Contract Terms** | |
| Do you accept the contract terms as incorporated in the Framework Contact?  Please answer ‘Yes’ or ‘No’.  **Yes** - You accept the contract terms as incorporated in the Framework Contract.  **No** - You do not accept the contract terms as incorporated in the Framework  Contract. | |
| **A1 Response guidance**  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.  You are required to select either option YES or NO from the drop down list.  Providing a ‘Yes’ response means you accept the contract terms as incorporated in the Framework Contract.  If you select ‘No’ to indicate that you do not accept the contract terms as incorporated in the Framework Contract, you will be excluded from further participation in this competition. | |
| **Marking scheme** | **Evaluation guidance** |
| **Pass** | You have selected option ‘Yes’ confirming that you accept the  contract terms as incorporated in the Framework Contract. |
| **Fail** | You have selected ‘No’ confirming that you do not accept the  contract terms as incorporated in the Framework Contract. |

| **Section A – Mandatory Service Requirements** | |
| --- | --- |
| **A3 Compliance with Framework Schedule 1a (Specification)** | |
| If you are awarded a framework contract, will you unreservedly deliver in full, all of the mandatory service requirements as set out in Framework Schedule 1a (Specification).  Please answer ‘Yes’ or ‘No’.  **Yes -** You will unreservedly deliver in full all the mandatory service requirements as set out in Framework Schedule 1a (Specification).  **No** **-** You will not, or cannot, deliver in full all the mandatory service requirements as set out in Framework Schedule 1a (Specification). | |
| **A1 Response guidance**  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.  You are required to select either option YES or NO from the drop down list.  Providing a ‘Yes’ response means you will unreservedly deliver in full all the mandatory service requirements as set out in Framework Schedule 1a (Specification).  If you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, deliver in full all the mandatory service requirements as set out in Framework Schedule 1a (Specification) you will be excluded from further participation in this competition. | |
| **Marking scheme** | **Evaluation guidance** |
| **Pass** | You have selected option ‘Yes’ confirming that you will unreservedly deliver in full all the mandatory service requirements as set out in Framework Schedule 1a (Specification). |
| **Fail** | You have selected ‘No’ confirming that you will not, or cannot, deliver in full all the mandatory service requirements as set out in Framework Schedule 1a (Specification). |

| **A4 Compliance with System Requirements** | |
| --- | --- |
| If you are awarded a framework contract, you will be required to ensure that the Print Marketplace that you currently have in place meets all of the required functionality set out in Attachment 2d - System Validation Checklist and Framework Schedule 1a (Specification).  After the bid submission deadline you will be required to provide a live demonstration of your Print Marketplace, to verify that your system satisfactorily complies with the minimum requirements detailed in **Attachment 2c - System Validation Demonstration**, in a live environment.  You are required to complete and upload a copy of **Attachment 2d - System Validation Checklist** to this question. Please name the file [attachment 2d\_yourcompanyname] | |
| **A2 Response Guidance**  This is a Pass/Fail question.  If you cannot provide evidence within Attachment 2d - System Validation Checklist to demonstrate that you will ensure that the Print Marketplace system that you currently have in place meets all of the required functionality, you will receive a FAIL. | |
| **Marking scheme** | **Evaluation guidance** |
| **Pass** | You have provided evidence within Attachment 2d to demonstrate that you will ensure that the Print Marketplace system that you currently have in place meets all of the required functionality. |
| **Fail** | You have not provided evidence within Attachment 2d to demonstrate that you will ensure that the Print Marketplace system that you currently have in place meets all of the required functionality. |

| **Section B – Social Value Question** | |
| --- | --- |
| **B1 Delivering Social Value** | |
| **B1 Requirement:**  You are required to demonstrate how you will promote and deliver social value, including Carbon Net Zero, throughout the duration of the framework contract. | |
| **B1 Response Guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  In order to satisfy the requirement, and the question associated with the requirement, you must:  a) Demonstrate your approach to attracting a diverse supply chain throughout the life of the framework contract. This must include new businesses and entrepreneurs, start-ups, SMEs, VCSEs and mutuals in accordance with paragraphs 6.2 to 6.6 and 32.4 of Attachment 1a - Specification.  b) Demonstrate how you will deliver additional environmental benefits throughout the life of the framework contract, to support the achievement of Carbon Net Zero.  c) Demonstrate how you will actively promote the use and benefits of sustainable and environmentally friendly products and materials within the options for the Buyer and pricing stage in accordance with paragraphs 32.6.3 to 32.6.5 of Attachment 1a - Specification.  Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.  Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this Response Guidance. State which part you are responding to.  Maximum character count – 6,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in boxes B1(i), B1(ii) and B1(iii). Each box has a character count limit 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 C – Generic questions** | |
| --- | --- |
| **C1 System and Service Readiness** | |
| **C1 Requirement:**  You are required to demonstrate how you will ensure that the Print Marketplace and the Buyer support that you will provide will be fully operational to meet Buyer requirements.  Please set out and demonstrate how you will meet the requirement by fully addressing component parts a) to c) of the Response Guidance below. | |
| **C1 Response Guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Demonstrate how your current system manages sign-on and authentication of users and how it will be able to integrate with third party sign on solutions including how your approach will ensure that the required functionality will be available in readiness for implementation, ensuring appropriate resources are available for the implementation period, in accordance with paragraphs 2 and 18 of Attachment 1a - Specification. 2. Demonstrate the processes you will have in place to accommodate the range of payment methods including how you will process the different payment methods whilst providing the necessary support to Buyers, in accordance with paragraphs 16.4 to 16.9 of the Attachment 1a - Specification. 3. Demonstrate how you will ensure an appropriate level of resource is in place to manage fluctuating demands throughout the life of the framework contract, including how you will ensure that you recruit and retain appropriate staff with the relevant skills and knowledge required to provide support to Buyers, in accordance with paragraph 9.1 to 9.9 and 9.11 to 9.12 of the Specification.   Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.  Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this Response Guidance. State which part you are responding to.  Maximum character count – 6,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in boxes C1(i), C1(ii) and C1(iii). Each box has a character count limit 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. |

| **C2 Service Delivery** | |
| --- | --- |
| **C2 Requirement:**  You are required to demonstrate how you will deliver the services to ensure that Buyers’ requirements are met.  Please set out and demonstrate how you will meet the requirement by fully addressing component parts a) to d) of the Response Guidance below. | |
| **C2 Response Guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Describe how your solution will deliver a smooth buying journey for customers, providing users with the ability to easily specify their print requirements and obtain instant pricing based on variables such as price, speed of delivery and print supplier location, in accordance with paragraphs 11.1, 11.2.2, 11.2.4, 11.3, 11.4, 11.5.1, 11.5.1.1, 12.7, 12.8, 12.12 to 12.12.1.5, 12.13 and 12.14 of Attachment 1a - Specification. 2. Demonstrate your approach for how you will ensure a robust and auditable complaints procedure, including how this will allow you to analyse and identify patterns, and enable prompt mitigation measures and improvements to be implemented, in accordance with paragraph 9.10 of Attachment 1a - Specification. 3. Demonstrate how your solution will enable Buyers to obtain Request For Quote (RFQ) for non-standard/bespoke items not available within the instant pricing tool in accordance with paragraph 11.2.3, and 12.6 to 12.7.4 of Attachment 1a - Specification. 4. Describe how the portal will provide buyers with the Co2 equivalent impact of each order to enable buyers to take Carbon Net Zero into account within their evaluation criteria at an order level, and the option for the buyer to offset the carbon emissions in accordance with paragraph 11.5.1.2 and 11.5.1.3 of Attachment 1a - Specification.   Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information.  Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this Response Guidance. State which part you are responding to.  Maximum character count – 8,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in boxes C2(i), C2(ii), C2(iii) and C2(iv). Each box has a character count limit of 2,000 characters. | |
| **Marking scheme 100/75/50/25/0** | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The bidder’s response fully addresses all 4 of the component parts (a to d) of the response guidance above. |
| **75** | The bidder’s response fully addresses 3 of the 4 component parts (a to d) of the response guidance above. |
| **50** | The bidder’s response fully addresses 2 of the 4 component parts (a to d) of the response guidance above. |
| **25** | The bidder’s response 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. |

| **C3 Supply Chain Management** | |
| --- | --- |
| **C3 Requirement:**  You are required to demonstrate your approach to supply chain management, to ensure that the Print Suppliers’ performance is maintained to deliver the Buyers’ requirements.  Please set out and demonstrate how you will meet the requirement by fully addressing component parts a) to d) of the Response Guidance below. | |
| **C3 Response Guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Demonstrate how you will manage the assessment and onboarding of Print Suppliers to ensure that the approved Print Suppliers throughout the life of the framework contract, have the technical and professional capability, local production supply chain to the Buyer if requested, and print manufacturing coverage, to deliver Buyers’ requirements, in accordance with paragraph 7 of Attachment 1a - Specification. 2. Demonstrate the process you will have in place to monitor and measure Print Suppliers’ performance throughout the life of the framework contract, including how you will identify and address any underperformance, in accordance with paragraphs 6.7 to 6.11 of Attachment 1a - Specification. 3. Demonstrate the process and measures you will have in place to facilitate prompt payment throughout your supply chain, including how you will resolve disputed invoices promptly and effectively, in accordance with paragraph 32.5 of the Specification. 4. Describe how your solution will deliver the necessary support and a smooth user journey for Print Suppliers in the management of their instant pricing, including how you will facilitate the ability to easily adjust their instant pricing rates, and ensure price breakdowns and filters are adhered to in accordance with paragraphs 12.1 to 12.5; 12.9 to 12.11.2 and 12.12.1.6 and 12.12.1.7 of Attachment 1a - Specification.   Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information.  Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this Response Guidance. State which part you are responding to.  Maximum character count – 8,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in boxes C3(i), C3(ii), C3(iii) and C3(iv). Each box has a character count limit of 2,000 characters. | |
| **Marking scheme 100/75/50/25/0** | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The bidder’s response fully addresses all 4 of the component parts (a to d) of the response guidance above. |
| **75** | The bidder’s response fully addresses 3 of the 4 component parts (a to d) of the response guidance above. |
| **50** | The bidder’s response fully addresses 2 of the 4 component parts (a to d) of the response guidance above. |
| **25** | The bidder’s response 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. |

| **C4 Maximising Value** | |
| --- | --- |
| **C4 Requirement:**  You are required to demonstrate how you will maximise value for all parties, including increasing Buyer uptake across public sector organisations, delivering savings and ensuring Print Suppliers are paid promptly.  Please set out and demonstrate how you will meet the requirement by fully addressing component parts a) to c) of the Response Guidance below. | |
| **C4 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Demonstrate the processes you will have in place to identify and attract potential new customers, and how you will increase spend throughout the life of the framework contract, in accordance with paragraph 17 of Attachment 1a - Specification. 2. Demonstrate how the Print Marketplace will ensure value for money, including how the processes you will have in place will achieve competitiveness throughout the life of the framework contract, in accordance with paragraph 33.1 and 33.2 of Attachment 1a - Specification. 3. Demonstrate how you will use continuous improvement throughout the life of the framework contract including use of management information and buying data collected to enable you to influence and improve value for money, in accordance with paragraphs 19.1 and 33.3 to 33.7 of Attachment 1a - Specification.   Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.  Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this Response Guidance. State which part you are responding to.  Maximum character count – 6,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in boxes C4(i), C4(ii) and C4(iii). Each box has a character count limit 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. |

1. **Price evaluation**

This section 11 contains information on how to complete the Pricing Matrix (Attachment 3) and the price evaluation process.

| **Response Guidance**  You must complete Attachment 3 - Price Matrix, in line with the guidance in Attachment 2 - how to bid, paragraphs 11 and 12 and the instructions contained within the price matrix and attach to the question below | | |
| --- | --- | --- |
| **Question Number** | **Question** | **Your Response** |
| PQ1 | Upload to this question your completed Attachment 3a - Pricing Matrix  Please name the file [price\_insertyourcompanyname] | Attachment |

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.

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 Contract.

You should have read and understood the information on TUPE in section 6 of Attachment 1 – About the Framework. You are reminded that it is your responsibility to take your own advice and consider whether TUPE is likely to apply and to act accordingly. You are encouraged to carry out your own due diligence exercise on the application of TUPE when completing your pricing matrix.

Your prices submitted must:

* + - * exclude VAT.
      * be in british pounds sterling
      * submitted up to two decimal places

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. Refer to Attachment 3 - Pricing Matrix.

You must download and complete the Pricing Matrix Attachment 3.

Provide a price, where one has been requested, in the cells highlighted yellow.

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.

* 1. Price evaluation process

This is how we will evaluate your pricing:

We will check you have completed all the yellow cells.

**Supplier Fee**

The Supplier Fee tab has four Price Elements. We will check you have completed all the yellow cells in column G (Supplier Fee %) for each Price Element.

The evaluation weightings for each Price Element are as follows: -

· 40% - Supplier Fee to be applied to any spend (invoice value) up to £8,000,000.00 million

· 30% - Supplier Fee to be applied to any spend (invoice value) from £8,000,000.01 million up to £14,000,000.00 million

· 20% - Supplier Fee to be applied to any spend (invoice value) from £14,000,000.01 million up to £19,000,000.00 million

· 10% - Supplier Fee to be applied to any spend (invoice value) from £19,000,000.01 million up to £22,000,000.00 million. This Supplier Fee will also be applied to any spend (invoice value) that exceeds £22,000,000.00 million.

Failure to insert all the required percentage fees may result in your bid being deemed non-compliant and may be rejected from this competition.

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

The bidder with the lowest Bid Total for each Price Element, as indicated in the methodology below, will be awarded the maximum mark available for that Price Element.

All other bidders will get a score relative to the lowest Bid Total for the relevant Price Element, calculated using the formula below:

The methodology used to calculate each Price Element is as follows:

| Price Score for Supplier Fee to be applied to any spend (invoice value) up to £8,000,000.00 million |  | Lowest price |  | 40 (maximum weighted mark available) |
| --- | --- | --- | --- | --- |
| = |  | x |
|  | Bidders total price |  |

| Price Score for Supplier Fee to be applied to any spend (invoice value) from £8,000,000.01 million up to £14,000,000.00 million |  | Lowest price |  | 30 (maximum weighted mark available) |
| --- | --- | --- | --- | --- |
| = |  | x |
|  | Bidders total price |  |

| Price Score for Supplier Fee to be applied to any spend (invoice value) from £14,000,000.01 million up to £19,000,000.00 million |  | Lowest price |  | 20 (maximum weighted mark available) |
| --- | --- | --- | --- | --- |
| = |  | x |
|  | Bidders total price |  |

| Price Score for Supplier Fee to be applied to any spend (invoice value) from £19,000,000.01 million up to £22,000,000.00 million. This Supplier Fee will also be applied to any spend (invoice value) that exceeds £22,000,000.00 million. |  | Lowest price |  | 10 (maximum weighted mark available) |
| --- | --- | --- | --- | --- |
| = |  | x |
|  | Bidders total price |  |

Below is an illustrative example of how your score for each Price Element will be calculated, using the “Supplier Fee to be applied to any spend (invoice value) up to £8,000,000.00 million” Price Element

*Table A Illustrative Example*

| Bidder A |  | Bidder B |  | Bidder C |
| --- | --- | --- | --- | --- |
| Supplier Fee to be applied to any spend (invoice value) up to £8,000,000.00 million |  | Supplier Fee to be applied to any spend (invoice value) up to £8,000,000.00 million |  | Supplier Fee to be applied to any spend (invoice value) up to £8,000,000.00 million |
| £150,000.00 |  | £200,000.00 |  | £170,000.00 |

Bidder A has the lowest Bid Total Price of £150,000.00 for this Price Element. Bidder A is awarded the maximum weighted mark available for the Price Element, which is 40.00;

Bidder B submits a Bid Total Price of £200,000.00 for this Price Element. Bidder B is awarded a weighted price score of 30.00 for the Price Element;

Bidder C submits a bid total price of £170,000.00 for this Price Element. Bidder C is awarded a weighted price score of 35.29 for the Price Element.

This is the scoring principle that will be applied to all 4 pricing spend thresholds.

**Price Score**

Once all your Price Element scores have been calculated, they will be added together and multiplied by the Price Evaluation weighting (20%) to identify your Price Score.

Please see example table below:

| **Bidder** | **Supplier Fee to be applied to any spend (invoice value) up to £8,000,000.00 million** | **Supplier Fee to be applied to any spend (invoice value) from £8,000,000.01 million up to £14,000,000.00 million** | **Supplier Fee to be applied to any spend (invoice value) from £14,000,000.01 million up to £19,000,000.00 million** | **Supplier Fee to be applied to any spend (invoice value) from £19,000,000.01 million up to £22,000,000.00 million. This Supplier Fee will also be applied to any spend (invoice value) that exceeds £22,000,000.00 million.** | **Total** | **Total Price Weighted as 20%** |
| --- | --- | --- | --- | --- | --- | --- |
| Bidder A | 40.00 | 30.00 | 20.00 | 10.00 | 100 | 20 |
| Bidder B | 30.00 | 22.50 | 15.00 | 7.50 | 75 | 15 |
| Bidder C | 35.29 | 26.47 | 17.65 | 8.82 | 88 | 18 |

* 1. Abnormally low tenders

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

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

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.

Example:

| Bidder | Social Value score | Generic Quality score | Price score | Final score |
| --- | --- | --- | --- | --- |
| (Maximum score available 10) | (Maximum score available 70) | (Maximum score available 20) | (Maximum score available 100) |
| Bidder A | 6.6 | 70.0 | 20.0 | 96.60 |
| Bidder B | 3.3 | 46.55 | 15.0 | 64.85 |
| Bidder C | 10.0 | 52.32 | 18.0 | 80.32 |

We will then rank all final scores from highest to lowest.

We will offer the bidder ranked first a framework contract as set out in paragraph 3 of Attachment 1 – About the Framework.

Where the final score achieved by multiple Bidders ranks them in equal position and all such Bidders have achieved the Minimum Pass Mark or higher in all questions, the Bidder with the highest score for question C1, C2, C4 and C3, followed by question B1 will be deemed the winner and awarded the Contract.

* 1. Intention to award

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

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

Following the standstill period, and if there are no challenges to our decision, the successful bidder 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 the bidder has, to this point, relied on self-certification.

This means:

* Employer’s (Compulsory) Liability Insurance = £5,000,000
* Public Liability Insurance = £5,000,000
* Product Liability Insurance = £5,000,000
* Professional Indemnity Insurance = £5,000,000
* Cyber Essentials Plus Certificate (Or Equivalent evidence)
* ISO 9001 Quality Management Certificate (Or Equivalent evidence)
* ISO 27001 Information Security Management Certificate
* ISO 22301 Business Continuity Certificate (Or Equivalent evidence)
* ISO 14001 Environmental Management Certificate (Or Equivalent evidence)
* ISO/IEC 27031:2011 Information Technology (Or Equivalent evidence)
* ISO/IEC 24762:2008 Information Technology (Or Equivalent evidence)
* The Supplier shall also provide certificated evidence of compliance and that of any Subcontractor that is processing payment card data with PCI/DSS v3.2.1 by a PCI/DSS Qualified Security Assessor (QSA) who is qualified by the PCI Security Standards Council.

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