

Invitation to tender

Attachment 2 – How to bid

e-Disclosure and Review Services RM6336

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# How to make your bid

* 1. Your bid must be made by the organisation that will be responsible for providing the goods and/or services if your bid is successful.
  2. You may bid for one or more of the lots, ensure you read paragraph 3.1 of Attachment 1.
  3. Your bid must be entered into the eSourcing suite. We can only accept bids that we receive through the eSourcing suite.
  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 suite throughout the competition. You must log on to the eSourcing suite 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 suite. 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 adequate response will result in the rejection of your bid and your exclusion from this competition.

# Selection stage

* 1. At the selection stage, we evaluate bidders’ technical, professional and financial capabilities. We will ask a range of questions appropriate to the procurement. It is important that you answer these questions accurately.
  2. If you are relying on any key subcontractors to provide the answers to the technical and professional ability or you are relying on a guarantor to pass the economic and financial assessment, they must complete Parts 2 and 3 for themselves.
  3. In addition, if you are the lead member of a consortium, you must get each of the other members to answer the questions in Parts 2 and 3 for themselves.
  4. We are providing the ‘Information and declaration’ workbook (attachment 4) to enable you to collect and submit this data to us, whether from organisations on whom you are relying (for example a key subcontractor or a guarantor) or from other members of a consortium.

# Selection process

* 1. After the bid submission deadline we will check all bids to make sure we have received everything we have asked for.
  2. We may ask you to clarify information you provide, if that is necessary. Don’t forget to check for messages in the eSourcing suite throughout the competition. You must log on to the eSourcing suite and access your message inbox for this competition to check for messages.
  3. If your bid is not compliant we will reject your bid and you will be excluded from the competition. We will tell you why your bid is not compliant.
  4. Not all selection questions need guidance as the questions are self-evident. However other questions such as the financial question, require a process to be undertaken before we can assess your response. In those instances we have told you what we will do in the evaluation guidance.

# Selection criteria

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

# Selection questionnaire

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

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

# Award criteria

* 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 70 marks; and, the price evaluation is worth 30 marks. This is for all of the lots.

# Award process

* 1. What you need to do
* Complete the Selection Questionnaire in the Qualification Envelope
* Answer the quality questions section A to F for the Lot(s) that you are bidding for in the quality questionnaire in the eSourcing suite in the technical envelope.
* Complete the relevant tab on the Price Matrix Attachment 3,for the lot(s) for which you are bidding.
* Upload your completed price matrix into the eSourcing suite in the commercial envelope to question PQ1.
  1. What we will do at the award stage

| 1. | **Compliance Check**  First, we will do a check to make sure that you have completed your Selection Questionnaire, your Quality Questionnaire and your Pricing Matrix in line with our instructions. |
| --- | --- |
| 2. | **Quality Evaluation**  We will give your responses to our evaluation panel. Each evaluator will independently assess your responses to the quality questions using the response guidance and the evaluation criteria. Each evaluator will give a mark and a reason for their mark for each question they are assessing. Each evaluator will enter their marks and reasons into the eSourcing suite. |
| 3. | **Consensus**  Once the evaluators have independently assessed your answers to the questions we will arrange for the evaluators to meet and we will facilitate the discussion. At this consensus meeting, the evaluators will discuss the quality of your answers and discuss their marks and reasons for that mark. The discussion will continue until they reach a consensus regarding the mark, and a reason for that mark, for each question. These final marks will be used to calculate your quality score for each lot you have bid for. |
| 4. | **Quality Threshold**  If you have not met a minimum Quality Score associated with any of the quality questions, 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.  Table in paragraph 10.2 illustrates the minimum quality score associated with each of the questions. |
| 5. | **Evaluate Pricing**  We will then give your pricing to the price evaluation panel, who are different evaluators from those who assessed your quality responses.  They will calculate your price score using the evaluation criteria in paragraph 11 – Price Evaluation. |
| 6. | **Final Score**  Your quality score will be added to your price score, to create your final score as illustrated in paragraph 12 - Final decision to award. |
| 7. | **Award**  Awards will be made to the successful bidders following the standstill period, subject to contract. The number of places available for each Lot, is detailed in the tables below and in Attachment 1 - About the Framework, paragraph 3.1 How the Framework is structured  We also reserve the right to award a framework to any bidders whose final score is within 1% of the last position, as illustrated in paragraph 15 - Reserved Rights |

# Quality Evaluation

* 1. Question AQA1 is a mandatory question for all lots and will be evaluated PASS / FAIL. If you answer no to this question, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded and why.
  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. Each of the quality questions, in sections B, C, D, E and F of the quality questionnaire will be independently assessed by our evaluation panel.
  4. 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.
  5. 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.
  6. If you have not met a minimum Quality Score of either **25 or 50** for the quality questions as outlined in table 10.2, we will reject your bid and you will be excluded from the competition.
  7. We will tell you that your bid has been excluded from the competition and why. Table 10.2 illustrates the minimum quality score for each of the questions

Please see the following tables below for an example of how your quality score will be calculated.

| Table A – Lot 1 | | | Places available - 6 | | |
| --- | --- | --- | --- | --- | --- |
| Question/Section | | Question Weighting | Maximum mark available | Your final mark | Your weighted mark |
| AQB1 | Social value | 10% | 100 | 100 | 10.00 |
| Section C Security 20% | AQC1 | 5% | 100 | 100 | 5.00 |
| AQC2 | 10% | 100 | 100 | 10.00 |
| AQC3 | 5% | 100 | 100 | 5.00 |
| AQD1 | Lot 1 Quality service | 40% | 100 | 100 | 40.00 |
| Quality score | | | | | 70.00 |

| Table B – Lot 2 | | | Places available - 10 | | |
| --- | --- | --- | --- | --- | --- |
| Question/Section | | Question Weighting | Maximum mark available | Your final mark | Your weighted mark |
| AQB1 | Social value | 10% | 100 | 100 | 10.00 |
| Section C Security 20% | AQC1 | 5% | 100 | 100 | 5.00 |
| AQC2 | 10% | 100 | 100 | 10.00 |
| AQC3 | 10% | 100 | 100 | 10.00 |
| AQE1 | Strategic Oversight Advice and Support | 20% | 100 | 100 | 20.00 |
| AQE2 | Innovation | 15% | 100 | 100 | 15.00 |
| Quality score | | | | | 70.00 |

| Table C – Lot 3 | | | Places available - 12 | | |
| --- | --- | --- | --- | --- | --- |
| Question/Section | | Question Weighting | Maximum mark available | Your final mark | Your weighted mark |
| AQB1 | Social value | 10% | 100 | 50 | 5.00 |
| Section C Security 20% | AQC1b | 6% | 100 | 100 | 6.00 |
| AQC3a | 7% | 100 | 50 | 3.50 |
| AQC4 | 7% | 100 | 100 | 7.00 |
| AQF1 | Managed service review | 40% | 100 | 25 | 10.00 |
| Quality score | | | | | 31.50 |

| Table D – Lot 4 | | | Places available - 6 | | |
| --- | --- | --- | --- | --- | --- |
| Question/Section | | Question Weighting | Maximum mark available | Your final mark | Your weighted mark |
| AQB1 | Social value | 10% | 100 | 100 | 10.00 |
| Section C Security  20% | AQC1a | 4% | 100 | 100 | 4.00 |
| AQC2a | 6% | 100 | 100 | 6.00 |
| AQC5 | 15% | 100 | 50 | 7.50 |
| AQE1 | Strategic Oversight Advice and Support | 20% | 100 | 50 | 10.00 |
| AQE2 | Innovation | 15% | 100 | 100 | 15.00 |
| Quality score | | | | | 52.50 |

# 

# Quality questionnaire

* 1. The quality questionnaire is split into seven sections
  2. A summary of all the questions in the quality questionnaire, along with the minimum quality scores, marking scheme, and weightings for each question is set out below:

| **Section** | **Question** | | **Min Quality score** | **Marking scheme** | **Weighting %** | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Lot 1** | **Lot 2** | **Lot 3** | **Lot 4** |
| A | AQA1 | Mandatory service requirements | N/A | Pass/Fail | N/A | N/A | N/A | N/A |
| B | AQB1 | Social value | 25 | 100/75/50/25/0 | 10% | 10% | 10% | 10% |
| C | AQC1 | Security | 25 | 100/75/50/25/0 | 5% | 5% |  |  |
| AQC1a | Security | 25 | 100/75/50/25/0 |  |  |  | 4% |
| AQC1b | Security | 25 | 100/75/50/25/0 |  |  | 6% |  |
| AQC2 | Security | 25 | 100/75/50/25/0 | 10% | 10% |  |  |
| AC2a | Security | 25 | 100/75/50/25/0 |  |  |  | 6% |
| AQC3 | Security | 25 | 100/75/50/25/0 | 5% | 10% |  |  |
| AQC3a | Security | 25 | 100/75/50/25/0 |  |  | 7% |  |
| AQC4 | Security | 25 | 100/75/50/25/0 |  |  | 7% |  |
| AQC5 | Security | **50** | 100/75/50/25/0 |  |  |  | 15% |
| D | AQD1 | Quality service | 25 | 100/75/50/25/0 | 40% |  |  |  |
| E | AQE1 | Strategic Oversight Advice and Support | 25 | 100/75/50/25/0 |  | 20% |  | 20% |
| AQE2 | Innovation | 25 | 100/75/50/25/0 |  | 15% |  | 15% |
| F | AQF1 | Managed service review | 25 | 100/75/50/25/0 |  |  | 40% |  |

| * 1. Some of the Quality Questions are applicable to all Lots, you will only need to complete these questions once for the Lot(s) you are bidding for.   2. The table below illustrates which questions are associated with which Lot(s)  | Question | Lots associated with | How to complete | | --- | --- | --- | | AQA1 | All Lots | Once (will be evaluated for all Lots) | | AQB1 | All Lots | Once (will be evaluated for all Lots) | | AQC1 | Lots 1 & 2 | Once (will be evaluated for Lots 1 & 2) | | AQC1a | Lot 4 | Once (will be evaluated for Lot 4) | | AQC1b | Lot 3 | Once (will be evaluated for Lot 3) | | AQC2 | Lots 1 & 2 | Once (will be evaluated for Lots 1 & 2) | | AQC2a | Lot 4 | Once (will be evaluated for Lot 4) | | AQC3 | Lots 1 & 2 | Once (will be evaluated for Lots 1 & 2) | | AQC3a | Lot 3 | Once (will be evaluated for Lot 3) | | AQC4 | Lot 3 | Once (will be evaluated for Lot 3) | | AQC5 | Lot 4 | Once (will be evaluated for Lot 4) | | AQD1 | Lot 1 | Once (will be evaluated for Lot 1) | | AQE1 | Lot 2 and Lot 4 | Once (will be evaluated for Lot 2 and Lot 4) | | AQE2 | Lot 2 and Lot 4 | Once (will be evaluated for Lot 2 and Lot 4) | | AQF1 | Lot 3 Only | Once (will be evaluated for Lot 3) |  1. Quality questionnaire | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Section A – Mandatory service requirements all bidders to answer | |
| AQA1 Compliance with Attachment 1a - Framework schedule 1 (Specification) – all Lots | |
| If you are awarded a framework contract, will you unreservedly deliver, in full, all the mandatory service requirements as set out in Attachment 1a - Framework schedule 1 (Specification) relevant to the Lot(s) for which you have been awarded a framework contract.  Please answer Yes or No  **Yes -** You will unreservedly deliver in full all the mandatory service requirements as set out in Attachment 1a - Framework schedule 1 (Specification) relevant to the Lot(s) for which you have been awarded a framework contract.  **No** **-** You will not, or cannot, deliver in full all the mandatory service requirements as set out in Attachment 1a - Framework schedule 1 (Specification), relevant to the Lot(s) for which you have been awarded a framework contract. | |
| 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 Attachment 1a - Framework schedule 1 (Specification) relevant to the Lot(s) for which you have been awarded a framework contract.  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 Attachment 1a - Framework schedule 1 (Specification) relevant to the Lot(s) for which you have been awarded a 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 will unreservedly deliver in full all the mandatory service requirements as set out in Attachment 1a - Framework schedule 1 (Specification) relevant to the Lot(s) for which you have been awarded a framework contract. |
| Fail | You have selected **No** confirming that you will not, or cannot, deliver in full all the mandatory service requirements as set out in Attachment 1a - Framework schedule 1 (Specification) relevant to the Lot(s) for which you have been awarded a framework contract. |

| **Section B – Social value - Minimum pass mark - 25** | |
| --- | --- |
| **AQB1 –** you must provide **one** response which will be evaluated for each of the Lot(s) you are bidding on.**bidding for.** | |
| **Requirement**  CCS requires the Supplier to undertake planned activities to ensure they tackle  inequality and improve diversity with respect to Under-Represented Groups in employment, skills and pay in the Contract Workforce throughout the life of this Framework Contract, whilst measuring and reporting outcomes, as set out in Attachment 1a - Framework schedule 1 (Specification) Annex 4 Social Value Measures. Please explain how you will do this. | |
| **Response guidance**  All Bidders must answer this question. You must insert your response into the text fields in the eSourcing suite. In order to satisfy the requirement and the question associated with the requirement, your response must include examples of activities that are provided below:  ● inclusive and accessible recruitment, retention and promotion practices;  ● promoting an inclusive working environment;  ● actions to ensure the Contract Workforce, at all levels, proportionately  reflects a diverse society;  ● transparency in pay, reward and promotion processes;  ● positive action schemes to address under-representation and  inequalities in promotion, including in particular pay grades;  ● measures to support in-work progression to facilitate moves into higher  paid work, by developing new skills relevant to the contract;  ● collection and publication of information about recruitment, retention  and promotion; and  ● regular equal pay audits  You must not exceed the character count – **4,000** characters including spaces and punctuation. Responses must include spaces between words. No attachments or images are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation. | |
| Marking Scheme | Social Value Evaluation guidance |
| 100 | A VERY GOOD ANSWER  The response is relevant to the requirement and is comprehensive, unambiguous, and fully demonstrates your ability to meet the requirement and the related component parts of the response guidance.  Full and relevant evidence has been provided to clearly demonstrate that the requirement and the related component parts have been satisfied.  The response provides a high level of confidence that the approach will meet the requirement and has a strong potential to exceed this requirement for the delivery of services. |
| 75 | A GOOD ANSWER  The response is relevant to the requirement and is sufficiently detailed to demonstrate your ability to meet the requirement and the related component parts of the response guidance.  Sufficient evidence has been provided to demonstrate the requirement and the related component parts of the response guidance.  The response provides a good level of confidence that the approach will meet this requirement for the delivery of services. |
| 50 | A SATISFACTORY ANSWER  The response is relevant to the requirement. Whilst the response addresses the requirement and the related component parts, it is not sufficiently detailed and/or does not include sufficient explanation in some elements to fully demonstrate your ability to meet the requirement and the related component parts of the response guidance.  Whilst some evidence has been provided it does not sufficiently demonstrate the requirement and all of the related component parts of the response guidance.  The response provides an adequate level of confidence that the approach has the potential to meet this requirement for the delivery of services. |
| 25 | A BELOW STANDARD ANSWER  The response is not fully relevant to or only partially addresses the requirement and/or the related component parts of the response guidance.  The response addresses some of the requirements and the related component parts but not all, and there is a significant lack of detail.  Whilst some evidence has been provided it does not sufficiently demonstrate the requirement and all of the related component parts of the response guidance.  There is a lack of detail and/or lack of explanation and/or ambiguity in the response which provides a low level of confidence that the approach has the ability to meet this requirement for the delivery of services. |
| 0 | A POOR ANSWER  The response is not relevant to the requirement and/or the related component parts and/or the response has satisfied very few to none of the requirement and the related component parts of the response guidance.  The response provides no confidence that the approach will meet this requirement for the delivery of services.  OR No response provided.  If you receive a zero, we will reject your bid and you will be excluded from the competition, as illustrated in paragraph 9 - Quality Evaluation |

| **AQC1 -** If you are submitting a bid for Lot 1 and/or Lot 2 you must provide **one** response which will be evaluated for each of the Lot(s) you are bidding on.  **Minimum pass mark - 25** |
| --- |
| **AQC1 Requirement**  Demonstrate how your organisation’s processes, key personnel, and digital solutions comply with information security standards and legal regulations to deliver the security, balance of confidentiality, integrity and availability required by this Framework Agreement, as detailed in Annex 1 of Attachment 1a - Framework schedule 1 specification |
| **AQC1 Response guidance**  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which component part you are responding to.  You must not exceed the character count – **2,000** characters for question AQC1, including spaces and punctuation. Responses must include spaces between words. No attachments or images are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation. |

| **AQC1a -** **Lot 4** **only**  If you are submitting a bid for Lot 4 you must provide a response which includes the requirement detailed in Attachment 1a - Framework schedule 1 specification, **tailoring your response specifically to Annex 3 - Lot 4 specification**  **Minimum pass mark - 25** |
| --- |
| **AQC1a Requirement**  Demonstrate how your organisation’s processes, key personnel, and digital solutions comply with information security standards and legal regulations to deliver the security, balance of confidentiality, integrity and availability required by this Framework Agreement, as detailed in Annex 3 of Attachment 1a - Framework schedule 1 specification |
| **AQC1a Response guidance**  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which component part you are responding to.  You must not exceed the character count – **2,000** characters for question AQC1a, including spaces and punctuation. Responses must include spaces between words. No attachments or images are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation. |

| **AQC1b -** **Lot 3** **only**  If you are submitting a bid for Lot 3 you must provide a response which includes the requirement detailed in Attachment 1a - Framework schedule 1 specification, **tailoring your response specifically Annex 2 - Lot 3 specification**  **Minimum pass mark - 25** |
| --- |
| **AQC1b Requirement**  Demonstrate how your organisation’s processes, key personnel, and digital solutions comply with information security standards and legal regulations to deliver the security, balance of confidentiality, integrity and availability required by this Framework Agreement, as detailed in Annex 2 of Attachment 1a - Framework schedule 1 specification |
| **AQC1b Response guidance**  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which component part you are responding to.  You must not exceed the character count – **2,000** characters for question AQC1b, including spaces and punctuation. Responses must include spaces between words. No attachments or images are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation. |

| **AQC2 – Lot 1 and Lot 2**  If you are submitting a bid for Lot 1 and/or Lot 2 you must provide **one** response which will be evaluated for each of the Lot(s) you are bidding on.  **Minimum pass mark - 25** |
| --- |
| **AQC2 Requirement**  Demonstrate how the digital solution your organisation will deliver preserves the integrity of the data being handled and, how your organisation intends to maintain the digital solution’s availability in the event of a cyber or security incident.  and  In relation to the digital solution, demonstrate the process you will follow to ensure the appropriate authentication and access control is in place, and how you will manage changes to access due to staff changing roles or termination of employment, as detailed in Attachment 1a - Framework schedule 1 specification, **tailoring your response specifically to Annex 1 - Lot 1 and Lot 2 specification** |
| **AQC2 Response guidance**  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which component part you are responding to.  You must not exceed the character count – **2,000** characters for question AQC2, including spaces and punctuation. Responses must include spaces between words. No attachments or images are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation. |

| **AQC2a – Lot 4** **only**  If you are submitting a bid for Lot 4 you must provide a response which includes the requirement detailed in Attachment 1a - Framework schedule 1 specification, **tailoring your response specifically to Annex 3 - Lot 4 specification**  **Minimum pass mark - 25** |
| --- |
| **AQC2a Requirement**  Demonstrate how the digital solution your organisation will deliver preserves the integrity of the data being handled and, how your organisation intends to maintain the digital solution’s availability in the event of a cyber or security incident.  and  In relation to the digital solution, demonstrate the process you will follow to ensure the appropriate authentication and access control is in place, and how you will manage changes to access due to staff changing roles or termination of employment, as detailed in Attachment 1a - Framework schedule 1 specification, **tailoring your response specifically to Annex 3 - Lot 4 specification** |
| **AQC2a Response guidance**  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which component part you are responding to.  You must not exceed the character count – **2,000** characters for question AQC2a, including spaces and punctuation. Responses must include spaces between words. No attachments or images are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation. |

| **AQC3 – Lot 1 and Lot 2**.  If you are submitting a bid for Lot 1, Lot 2 you must provide **one** response which will be evaluated for each of the Lot(s) you are bidding on.  **Minimum pass mark - 25** |
| --- |
| **AQC3 Requirement**  Demonstrate the process you will follow to ensure the appropriate pre-employment checks are carried out and staff are trained to understand their obligations with regards to system security, data handling and acceptable use.  Your response should include how assurance will be provided to the customer in respect of these pre-employment checks, as well as training of staff, and how any related issues will be monitored and remediated during the lifecycle of the project, as detailed in Attachment 1a - Framework schedule 1 specification, **tailoring your response specifically to Annex 1 - Lot 1 and Lot 2 specification** |
| **AQC3 Response guidance**  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which component part you are responding to.  You must not exceed the character count – **2,000** characters for question AQC3, including spaces and punctuation. Responses must include spaces between words. No attachments or images are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation. |

| **AQC3a – Lot 3** **only**  If you are submitting a bid for Lot 3 you must provide a response which includes the requirement detailed in Attachment 1a - Framework schedule 1 specification, tailoring your response specifically Annex 2 - Lot 3 specification  **Minimum pass mark - 25** |
| --- |
| **AQC3a Requirement**  Demonstrate the process you will follow to ensure the appropriate pre-employment checks are carried out and staff are trained to understand their obligations with regards to system security, data handling and acceptable use.  Your response should include how assurance will be provided to the customer in respect of these pre-employment checks, as well as training of staff, and how any related issues will be monitored and remediated during the lifecycle of the project, as detailed inAttachment 1a - Framework schedule 1 specification, **tailoring your response specifically to Annex 2 - Lot 3 specification** |
| **AQC3a Response guidance**  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which component part you are responding to.  You must not exceed the character count – **2,000** characters for question AQC3a, including spaces and punctuation. Responses must include spaces between words. No attachments or images are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation. |

| **AQC4 – Lot 3 only**  If you are submitting a bid for Lot 3, you must provide a response which will be evaluated for Lot 3 only  **Minimum pass mark - 25** |
| --- |
| **AQC4 Requirement**  In relation to reviewers and any other personnel, demonstrate the process you will follow to ensure the appropriate authentication and access control is used for any digital solution they are required to access, and how you manage changes to access due to reviewers changing roles and/or termination/completion of contract. Your response should include how assurance will be provided to the customer in respect of these matters, including how these matters will be monitored and remediated (where necessary) during the lifecycle of the project, as detailed in Attachment 1a - Framework schedule 1 specification, **tailoring your response specifically to Annex 2 - Lot 3 specification** |
| **AQC4 Response guidance**  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which component part you are responding to.  You must not exceed the character count – **2,000** characters for question AQC4, including spaces and punctuation. Responses must include spaces between words. No attachments or images are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation. |

| **AQC5 – Lot 4 only**  If you are submitting a bid for Lot 4, you must provide a response which will be evaluated for Lot 4 only  **Minimum pass mark - 50** | |
| --- | --- |
| **AQC5 Requirement**  In relation to Annex 3 and specific to compliance with Secret/Top Secret requirements for Lot 4, please describe the steps you will take to support your application in achieving and maintaining a List X facility and CRYPTO accreditation, as described in, Attachment 1a - Framework schedule 1 specification, **tailoring your response specifically to Annex 3 - Lot 4 specification** | |
| **AQC5 Response guidance**  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which component part you are responding to.  You must not exceed the character count – **2,000** characters for question AQC5, including spaces and punctuation. Responses must include spaces between words. No attachments or images are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation. | |
| Marking Scheme | Evaluation guidance |
| 100 | A VERY GOOD ANSWER  The response is relevant to the requirement and is comprehensive, unambiguous, and fully demonstrates your ability to meet the requirement and the related component parts of the response guidance.  Full and relevant evidence has been provided to clearly demonstrate that the requirement and the related component parts have been satisfied.  The response provides a high level of confidence that the approach will meet the requirement and has a strong potential to exceed this requirement for the delivery of services. |
| 75 | A GOOD ANSWER  The response is relevant to the requirement and is sufficiently detailed to demonstrate your ability to meet the requirement and the related component parts of the response guidance.  Sufficient evidence has been provided to demonstrate the requirement and the related component parts of the response guidance.  The response provides a good level of confidence that the approach will meet this requirement for the delivery of services. |
| 50 | A SATISFACTORY ANSWER  The response is relevant to the requirement. Whilst the response addresses the requirement and the related component parts, it is not sufficiently detailed and/or does not include sufficient explanation in some elements to fully demonstrate your ability to meet the requirement and the related component parts of the response guidance.  Whilst some evidence has been provided it does not sufficiently demonstrate the requirement and all of the related component parts of the response guidance.  The response provides an adequate level of confidence that the approach has the potential to meet this requirement for the delivery of services. |
| 25 | A BELOW STANDARD ANSWER  The response is not fully relevant to or only partially addresses the requirement and/or the related component parts of the response guidance.  The response addresses some of the requirements and the related component parts but not all, and there is a significant lack of detail.  Whilst some evidence has been provided it does not sufficiently demonstrate the requirement and all of the related component parts of the response guidance.  There is a lack of detail and/or lack of explanation and/or ambiguity in the response which provides a low level of confidence that the approach has the ability to meet this requirement for the delivery of services. |
| 0 | A POOR ANSWER  The response is not relevant to the requirement and/or the related component parts and/or the response has satisfied very few to none of the requirement and the related component parts of the response guidance.  The response provides no confidence that the approach will meet this requirement for the delivery of services.  OR No response provided.  If you receive a zero, we will reject your bid and you will be excluded from the competition, as illustrated in paragraph 9 - Quality Evaluation |

| **Section D - Lot 1 only** | |
| --- | --- |
| AQD1 – Quality service  **This Question is associated with Lot 1 ONLY**  If you are submitting a bid for Lot 1, you must provide a response which will be evaluated for Lot 1 only  **Minimum pass mark - 25** | |
| Requirement  Under Lot 1, CCS requires bidders to provide a service where the dataset (pre-processing) is of no more than 5GBs Electronically Stored Information (“ESI”) plus up to 1,750 pages of hardcopy documents.  The nature of potential Lot 1 exercises is such that the solution will usually be required quickly, and need to deliver a highly efficient and streamlined service for what are essentially relatively small exercises, without sacrificing quality.  In order to meet the requirement, you must describe how you will deliver a service as detailed in the the Lot 1 requirements as detailed at 4.6, 4.7, 4.8, 4.9, and 4.11 of Attachment 1a - Framework schedule 1 specification: | |
| Response guidance  In order to satisfy the requirement and the question associated with the requirement, your response must include the following:   1. how you will stand-up a Lot 1 solution quickly, such that the review process can commence within a short period of the initial request 2. how your solution will deliver an efficient and streamlined service, including simplicity of user-interface and streamlined workflows 3. how you will ensure that the overall solution and its constituent parts are proportionate to the relatively small size of exercises concerned 4. how notwithstanding the initial speed of delivery, coupled with efficiency and streamlined nature of the service, quality will still be maintained, including how you will quality check to ensure the processes have been completed correctly 5. how you will review your processes on an ongoing basis to simplify and improve delivery whilst maintaining quality.   Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which component part you are responding to.  You must not exceed the character count – **6,000** characters for question AQD1, including spaces and punctuation. Responses must include spaces between words. No attachments or images are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation. | |
| Marking Scheme | Evaluation guidance |
| 100 | A VERY GOOD ANSWER  The response is relevant to the requirement and is comprehensive, unambiguous, and fully demonstrates your ability to meet the requirement and the related component parts of the response guidance.  Full and relevant evidence has been provided to clearly demonstrate that the requirement and the related component parts have been satisfied.  The response provides a high level of confidence that the approach will meet the requirement and has a strong potential to exceed this requirement for the delivery of services. |
| 75 | A GOOD ANSWER  The response is relevant to the requirement and is sufficiently detailed to demonstrate your ability to meet the requirement and the related component parts of the response guidance.  Sufficient evidence has been provided to demonstrate the requirement and the related component parts of the response guidance.  The response provides a good level of confidence that the approach will meet this requirement for the delivery of services. |
| 50 | A SATISFACTORY ANSWER  The response is relevant to the requirement. Whilst the response addresses the requirement and the related component parts, it is not sufficiently detailed and/or does not include sufficient explanation in some elements to fully demonstrate your ability to meet the requirement and the related component parts of the response guidance.  Whilst some evidence has been provided it does not sufficiently demonstrate the requirement and all of the related component parts of the response guidance.  The response provides an adequate level of confidence that the approach has the potential to meet this requirement for the delivery of services. |
| 25 | A BELOW STANDARD ANSWER  The response is not fully relevant to or only partially addresses the requirement and/or the related component parts of the response guidance.  The response addresses some of the requirements and the related component parts but not all, and there is a significant lack of detail.  Whilst some evidence has been provided it does not sufficiently demonstrate the requirement and all of the related component parts of the response guidance.  There is a lack of detail and/or lack of explanation and/or ambiguity in the response which provides a low level of confidence that the approach has the ability to meet this requirement for the delivery of services. |
| 0 | A POOR ANSWER  The response is not relevant to the requirement and/or the related component parts and/or the response has satisfied very few to none of the requirement and the related component parts of the response guidance.  The response provides no confidence that the approach will meet this requirement for the delivery of services.  OR No response provided.  If you receive a zero, we will reject your bid and you will be excluded from the competition, as illustrated in paragraph 9 - Quality Evaluation |

| **Section E –** **Lot 2 and Lot 4** | |
| --- | --- |
| AQE1 – Strategic Oversight, Advice and Support  **This Question is associated with Lot 2 and Lot 4**.  If you are submitting a bid for Lot 2 or Lot 4 you must provide a response once which will be evaluated for each of the Lot(s)  **Minimum pass mark - 25** | |
| Requirement  CCS requires bidders to provide Strategic Oversight, Advice and Support (paragraph 4.3 of Framework Schedule 1 (Specification)), which is different to overall project management (paragraph 4.1.6 of Framework Schedule 1 (Specification)).  In order to meet the requirement, you must explain how you will identify when this advice and support is required, and how you will then offer and deliver on this requirement, both for the project as a whole but also the individual unique stages of an end-to-end project especially project commencement, processing, review, receipt of opponent’s disclosure, and use of the system by lawyers to prepare witness evidence and thereafter for trial preparation, as detailed in Attachment 1a - Framework schedule 1 specification - 4.3 Strategic Oversight, Advice and Support | |
| Response guidance  In order to satisfy the requirement and the question associated with the requirement, your response must include the following:   1. your general approach to Strategic Oversight, Advice and Support and how this differs from project management 2. how the need for Strategic Oversight, Advice and Support will be proactively identified and offered 3. how Strategic Oversight, Advice and Support will be delivered for the project as a whole 4. how Strategic Oversight, Advice and Support will be specifically delivered in respect of the individual unique stages of an end-to-end project, especially project commencement, processing, review, receipt of opponent’s disclosure, and use of the system by lawyers to prepare witness evidence and thereafter for trial preparation.   Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which component part you are responding to.  You must not exceed the character count – **6,000** characters for question AQE1, including spaces and punctuation. Responses must include spaces between words. No attachments or images are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation. | |
| Marking Scheme | Evaluation guidance |
| 100 | A VERY GOOD ANSWER  The response is relevant to the requirement and is comprehensive, unambiguous, and fully demonstrates your ability to meet the requirement and the related component parts of the response guidance.  Full and relevant evidence has been provided to clearly demonstrate that the requirement and the related component parts have been satisfied.  The response provides a high level of confidence that the approach will meet the requirement and has a strong potential to exceed this requirement for the delivery of services. |
| 75 | A GOOD ANSWER  The response is relevant to the requirement and is sufficiently detailed to demonstrate your ability to meet the requirement and the related component parts of the response guidance.  Sufficient evidence has been provided to demonstrate the requirement and the related component parts of the response guidance.  The response provides a good level of confidence that the approach will meet this requirement for the delivery of services. |
| 50 | A SATISFACTORY ANSWER  The response is relevant to the requirement. Whilst the response addresses the requirement and the related component parts, it is not sufficiently detailed and/or does not include sufficient explanation in some elements to fully demonstrate your ability to meet the requirement and the related component parts of the response guidance.  Whilst some evidence has been provided it does not sufficiently demonstrate the requirement and all of the related component parts of the response guidance.  The response provides an adequate level of confidence that the approach has the potential to meet this requirement for the delivery of services. |
| 25 | A BELOW STANDARD ANSWER  The response is not fully relevant to or only partially addresses the requirement and/or the related component parts of the response guidance.  The response addresses some of the requirements and the related component parts but not all, and there is a significant lack of detail.  Whilst some evidence has been provided it does not sufficiently demonstrate the requirement and all of the related component parts of the response guidance.  There is a lack of detail and/or lack of explanation and/or ambiguity in the response which provides a low level of confidence that the approach has the ability to meet this requirement for the delivery of services. |
| 0 | A POOR ANSWER  The response is not relevant to the requirement and/or the related component parts and/or the response has satisfied very few to none of the requirement and the related component parts of the response guidance.  The response provides no confidence that the approach will meet this requirement for the delivery of services.  OR No response provided.  If you receive a zero, we will reject your bid and you will be excluded from the competition, as illustrated in paragraph 9 - Quality Evaluation |
| **AQE2 –** **Innovation Lot 2 and Lot 4**.  If you are submitting a bid for Lot 2 or Lot 4 you must provide a response once which will be evaluated for each of the Lot(s)  **Minimum pass mark - 25** | |
| **Requirement**  CCS requires bidders to have the ability to conduct a full end-to-end eDisclosure exercise taking account of the non-linear operation of the EDRM model in practice and adapting the process to respond to changes in the project parameters.  In so doing bidders are required to deliver innovative interventions as part of their approach, both in respect of the specific technology they deploy but also more generally (e.g. general workflows).  In order to meet the requirement, Bidders need to ensure customer engagement with and support for the innovative approaches they propose for a project, and be able to support the customer in responding to challenges directed at innovative interventions that are deployed, as detailed in Attachment 1a - Framework schedule 1 specification - paragraphs 4.3 to 4.11 | |
| **Response guidance**  In order to satisfy the requirement and the question associated with the requirement, your response should explain how, in the course of delivering an end to end e-Disclosure exercise, you will deliver innovative interventions, both in respect of specific technology but also more generally  Please explain how you will do this as part of your overall approach to the end-to-end EDRM process, including:   1. the particular innovative technologies you will deploy 2. the particular innovative non-technology interventions or approaches you will deploy 3. how you will ensure that you continue to deliver innovation throughout the life cycle of the project 4. how you will deploy innovative interventions to pre-empt client demand, including proactively identifying and addressing issues before they arise 5. how you will remain alive to further opportunities for innovation in respect of technology – whether as regards that already deployed or new options. 6. how you will achieve and maintain confidence in any such interventions, in circumstances where clients may be risk–averse 7. how you will assist the clients in responding to challenge directed at innovative interventions that are deployed   Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which component part you are responding to.  You must not exceed the character count – **6,000** characters for question AQE2,including spaces and punctuation. Responses must include spaces between words. No attachments or images are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation. | |
| Marking Scheme | Evaluation guidance |
| 100 | A VERY GOOD ANSWER  The response is relevant to the requirement and is comprehensive, unambiguous, and fully demonstrates your ability to meet the requirement and the related component parts of the response guidance.  Full and relevant evidence has been provided to clearly demonstrate that the requirement and the related component parts have been satisfied.  The response provides a high level of confidence that the approach will meet the requirement and has a strong potential to exceed this requirement for the delivery of services. |
| 75 | A GOOD ANSWER  The response is relevant to the requirement and is sufficiently detailed to demonstrate your ability to meet the requirement and the related component parts of the response guidance.  Sufficient evidence has been provided to demonstrate the requirement and the related component parts of the response guidance.  The response provides a good level of confidence that the approach will meet this requirement for the delivery of services. |
| 50 | A SATISFACTORY ANSWER  The response is relevant to the requirement. Whilst the response addresses the requirement and the related component parts, it is not sufficiently detailed and/or does not include sufficient explanation in some elements to fully demonstrate your ability to meet the requirement and the related component parts of the response guidance.  Whilst some evidence has been provided it does not sufficiently demonstrate the requirement and all of the related component parts of the response guidance.  The response provides an adequate level of confidence that the approach has the potential to meet this requirement for the delivery of services. |
| 25 | A BELOW STANDARD ANSWER  The response is not fully relevant to or only partially addresses the requirement and/or the related component parts of the response guidance.  The response addresses some of the requirements and the related component parts but not all, and there is a significant lack of detail.  Whilst some evidence has been provided it does not sufficiently demonstrate the requirement and all of the related component parts of the response guidance.  There is a lack of detail and/or lack of explanation and/or ambiguity in the response which provides a low level of confidence that the approach has the ability to meet this requirement for the delivery of services. |
| 0 | A POOR ANSWER  The response is not relevant to the requirement and/or the related component parts and/or the response has satisfied very few to none of the requirement and the related component parts of the response guidance.  The response provides no confidence that the approach will meet this requirement for the delivery of services.  OR No response provided.  If you receive a zero, we will reject your bid and you will be excluded from the competition, as illustrated in paragraph 9 - Quality Evaluation |

| **Section F – Lot 3 only** | |
| --- | --- |
| AQF1 – Managed review service  **This Question is associated with Lot 3 ONLY**  If you are submitting a bid for Lot 3, you must provide a response which will be evaluated for Lot 3 only  **Minimum pass mark - 25** | |
| Requirement  CCS requires the bidder to provide a managed review service. This includes the provision of reviewers (that as a minimum have an LLB or equivalent degree in Law (Commonwealth common law foreign qualified acceptable) and/or are otherwise admitted to the Roll of Solicitors or have been called to the Bar) to review, tag and, where necessary, redact documents, as detailed in in Attachment 1a - Framework schedule 1 specification, paragraph 4.7A.2  The bidder is also required to provide management of the team across the review exercise in the form of a review manager including quality assurance, timely delivery of the service and interface with the customer in respect of the review, as detailed in in Attachment 1a - Framework schedule 1 specification, paragraph 4.7A.4  Please explain how you will quickly stand-up a team of reviewers and a review manager by way of a fully managed review service when required, and how you will ensure that the review team provides a high-quality service, in an efficient and cost-effective manner, as detailed in in Attachment 1a - Framework schedule 1 specification, paragraph 4.7A.5 | |
| **Response guidance**  In order to satisfy the requirement and the question associated with the requirement, your response must include an explanation of how a review team will be stood-up, and how the review service will be managed and delivered, including the following component parts:   1. demonstrate how you will quickly resource a review team comprising reviewers and at least one review manager on being awarded a call-off contract, and provide assurance as to the quality and experience of the proposed review team 2. how you will maintain that reviewer resource through the lifecycle of the exercise, both number of reviewers and continuity of project knowledge and knowledge of the customer. Please also include how any urgent requests requiring an increase in reviewers at short notice will be managed 3. demonstrate how quality of the review service will be ensured including by way of briefing of the review team, calibration of the review once it has started, updates to the customer and escalation of significant issues to the customer. This includes how you will monitor the quality of review output and quickly take remedial steps in response to issues identified 4. demonstrate how you will ensure efficiency and cost-effectiveness of the review exercise 5. demonstrate how you will provide regular and timeous management information to the customer in respect of progression of the review. This includes how the customer will be properly sighted on progress and show an ability to collaborate effectively throughout the managed review exercise, such as use of reporting, review rates and other statistics.   Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which component part you are responding to.  You must not exceed the character count – **6,000** characters for question AQF1,including spaces and punctuation. Responses must include spaces between words. No attachments or images are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation. | |
| Marking Scheme | Evaluation guidance |
| 100 | A VERY GOOD ANSWER  The response is relevant to the requirement and is comprehensive, unambiguous, and fully demonstrates your ability to meet the requirement and the related component parts of the response guidance.  Full and relevant evidence has been provided to clearly demonstrate that the requirement and the related component parts have been satisfied.  The response provides a high level of confidence that the approach will meet the requirement and has a strong potential to exceed this requirement for the delivery of services. |
| 75 | A GOOD ANSWER  The response is relevant to the requirement and is sufficiently detailed to demonstrate your ability to meet the requirement and the related component parts of the response guidance.  Sufficient evidence has been provided to demonstrate the requirement and the related component parts of the response guidance.  The response provides a good level of confidence that the approach will meet this requirement for the delivery of services. |
| 50 | A SATISFACTORY ANSWER  The response is relevant to the requirement. Whilst the response addresses the requirement and the related component parts, it is not sufficiently detailed and/or does not include sufficient explanation in some elements to fully demonstrate your ability to meet the requirement and the related component parts of the response guidance.  Whilst some evidence has been provided it does not sufficiently demonstrate the requirement and all of the related component parts of the response guidance.  The response provides an adequate level of confidence that the approach has the potential to meet this requirement for the delivery of services. |
| 25 | A BELOW STANDARD ANSWER  The response is not fully relevant to or only partially addresses the requirement and/or the related component parts of the response guidance.  The response addresses some of the requirements and the related component parts but not all, and there is a significant lack of detail.  Whilst some evidence has been provided it does not sufficiently demonstrate the requirement and all of the related component parts of the response guidance.  There is a lack of detail and/or lack of explanation and/or ambiguity in the response which provides a low level of confidence that the approach has the ability to meet this requirement for the delivery of services. |
| 0 | A POOR ANSWER  The response is not relevant to the requirement and/or the related component parts and/or the response has satisfied very few to none of the requirement and the related component parts of the response guidance.  The response provides no confidence that the approach will meet this requirement for the delivery of services.  OR No response provided.  If you receive a zero, we will reject your bid and you will be excluded from the competition, as illustrated in paragraph 9 - Quality Evaluation |

1. Price evaluation
   1. This paragraph contains information on how to complete the pricing matrix attachment 3 and the price evaluation process.
      * The weighting for the price evaluation is worth 30 marks, for all lots.
   2. How to complete your pricing matrix
      * Read and understand the instructions in the pricing matrix, and in this paragraph, before submitting your prices.
      * You must download and complete the Price Matrix Attachment 3 using the correct tab(s) for the lot(s) which you are submitting a bid for.
      * You must not alter, amend or change the format or layout of the pricing matrix in any way. You must not insert or attach any notes or comments into any worksheet. Any such additional information will be disregarded by CCS.
      * Provide a price, where one has been requested, in the cells highlighted white and grey.
   3. All prices submitted
      * must be excluding VAT and in Great British Pounds Sterling (£).
      * Meet the National Minimum / Living wage when entering prices, enter only the numerical value.
      * All values must be to two decimal places only.
      * zero and negative values must not be submitted.
   4. Values submitted in the WHITE cells in the pricing matrix Lot specific tabs will be recorded and evaluated in accordance with the process detailed in this paragraph. Therefore, failure to insert an applicable price may result in your bid being deemed non-compliant. If a bid is deemed non-compliant the bid will be excluded from this competition. These cells will be incorporated into Framework Schedule 3 (Framework Prices) of your Framework Contract.
   5. Cells highlighted in GREY in the additional items Tab will not be evaluated but will be incorporated into Framework Schedule 3 (Framework Prices) of your Framework Contract and will be the maximum chargeable to Buyers at the further competition stage.
   6. 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.
   7. All costs incurred by you must be calculated and charged through the values submitted in your Pricing Matrix.
   8. Your prices you submit must include the following:
      * all the Mandatory Requirements that specifically relate to the Lot(s) you are bidding for as set out in Framework Schedule 1 (Specification)
      * Insurance levels sufficient to cover the Limit of Liability listed in Joint Schedule 3 (Insurance Requirements) of Attachment 10 - Framework Contract Documents.
      * direct Labour Costs (the basic rate paid by the Supplier to its Staff including any premium time payment, benefits and bonus payments).
      * all costs of the Supplier’s standard employee benefits e.g. retirement funds, health and life assurances and any bonus schemes
      * all costs associated with holidays with pay, sickness leave with pay, customary and public holidays
      * payroll burden (all costs of taxes and contributions imposed by law, or regulations e.g. employer’s liability insurance, unemployment compensation, old age benefits, pensions and annuities and disability insurance)
      * all costs associated with recruitment, training and security vetting .
      * 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 Framework Schedule 5 (Management Charges and Information) and section 14 of the Framework Award Form.
      * time spent on a particular matter, including attending meetings, correspondence, drafting, advising, emails, telephone calls, other secretarial and all other related administrative requirements
      * all administration costs, including video conferencing, word processing services, on request typing, production of template documents i.e. on request redaction of commercially sensitive terms based on the final agreed documents.
   9. You should have read and understood the information on TUPE in paragraph 8 of Attachment 1 – About the framework. You are reminded that it is your responsibility to take your own advice and consider whether TUPE is likely to apply and to act accordingly. You are encouraged to carry out your own due diligence exercise on the application of TUPE when completing your pricing matrix.
2. Price evaluation process
   1. This is how we will evaluate your pricing:
   2. We will check you have completed all the white and grey cells for each lot you are bidding for.
   3. Failure to insert an applicable price may result in your bid being deemed non-compliant and may be rejected from this competition. Remember zero or negative prices will not be accepted.
   4. The price evaluation will be undertaken separately to the quality evaluation process.
   5. For all lots the bidder with the lowest total basket price for the lot you are bidding for will be awarded the maximum mark available (a price score of 30).
   6. All other bidders will get a price score relative to the lowest total basket price.
   7. The calculation we will use to evaluate your total basket price, for each lot you are bidding for, is as follows:

Price Score = Lowest total basket price x 30 (maximum mark available)



Bidder’s total basket price

Example applicable for all lots:

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

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

1. Abnormally low tenders
   1. Where we consider any of the total basket price(s) you have submitted to have no correlation with the quality of your offer or to be abnormally low or will ask you to explain the price(s) you have submitted (as required in regulation 69 of the Regulations).
   2. 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.
2. Final decision to award
   1. How we will calculate your final score
   2. We will add your quality score to your price score to calculate your final score.

Example:

| Bidder | Quality score Maximum score available 70 | Price score Maximum score available 30 | Final score Maximum score available 100 |
| --- | --- | --- | --- |
| Bidder A | 70.00 | 25.00 | 95.00 |
| Bidder B | 50.00 | 15.00 | 65.00 |
| Bidder C | 45.00 | 19.00 | 64.00 |

* 1. We will then rank all final scores from highest to lowest.
  2. We will offer the number of bidders a framework contract as set out in paragraph 3 of Attachment 1 – About the Framework.
  3. The maximum number of bidders for each lot of this framework may increase where two (2) or more bidders have tied scores in last position only.

1. Reserved rights
   1. We also reserve the right to award a framework to any bidders whose final score is within 1% of the last position, the last position for Lot 1 is 6th place, Lot 2 last position is 10th place, Lot 3 last position is 12th place and Lot 4 last position is 6th place.

**Example:** If the bidder in lot 1 in 6th place, last position has a final score of 60.00

The calculation we will use is:

Lot 1 – 6th place bidders final score is 60.00

1% of 60.00 = 0.60

The calculation will be rounded to two decimal places in excel.

60.00 - 0.60 = 59.40

So any bidder whose final score is 59.40 or above will be awarded a lot 1 place on the framework.

1. Intention to award
   1. We will tell you if you have been successful or unsuccessful via the eSourcing suite. We will send the intention to award letters to all bidders who are still in the competition i.e. who have not been excluded.
   2. 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.
   3. 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.
   4. 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.
2. Framework contract
   1. 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.
   2. 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.
   3. This means

| **Insurances** | | |
| --- | --- | --- |
| **Title** | **Lots** | **Value** |
| Employer’s (Compulsory) Liability Insurance\* | All Lots | £5,000,000 |
| Public Liability Insurance | All Lots | £10,000,000 |
| Professional Indemnity Insurance | Lot 1 | £5,000,000 |
| Professional Indemnity Insurance | Lot 2,3 & 4 | £10,000,000 |

| **Certification** | | |
| --- | --- | --- |
| **Title** | **Lots** | **Evidence** |
| Cyber Essentials Plus certificate | All Lots | Award Stage |
| ISO 27001 Information Security Management | All Lots | Award Stage |

For Lot 3 only if you have indicated that you are working towards ISO 27001 certification, you will be required to provide evidence of the certification within ninety (90) days of the Framework Start Date.