

Invitation to Tender

Attachment 2 – How to Bid

RM1557.14L4 G Cloud Lot 4

Contents

[1. How to Make your Bid 2](#_heading=h.2bn6wsx)

[2. Selection Stage 3](#_heading=h.111kx3o)

[3. Selection Process 3](#_heading=h.3l18frh)

[4. Selection Criteria 4](#_heading=h.206ipza)

[5. Selection Questionnaire 4](#_heading=h.4k668n3)

[6. Award Stage 4](#_heading=h.2zbgiuw)

[7. Award Criteria 5](#_heading=h.1egqt2p)

[8. Award Process 5](#_heading=h.3ygebqi)

[9. Quality Evaluation 6](#_heading=h.2dlolyb)

[10. Award Quality Questionnaire 7](#_heading=h.sqyw64)

[11. Price Questionnaire and Evaluation 17](#_heading=h.3cqmetx)

[12. Final Decision to Award 19](#_heading=h.1rvwp1q)

# **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. We can only accept bids that we receive through the eSourcing Suite.
  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 1.8 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. Upload ONLY those attachments we have asked for. Do not upload any attachments we haven’t asked for.
  3. Make sure you answer every question.
  4. You must submit your bid before the bid submission deadline, in section 5 “Timelines for the competition” in Attachment 1 - About the Framework.
  5. You must regularly check for messages in the eSourcing Suite throughout the competition. You must log on to the eSourcing Suite and access your message inbox for this competition to check for messages.
  6. If anything is unclear, or you are unsure how to complete your bid submission, you can raise a question before the clarification question deadline, via the eSourcing Suite. Read section 6 “When and how to ask questions” in Attachment 1 - About the Framework.
  7. We may require you to clarify aspects of your bid in writing and/or provide additional information. Failure to respond within the time required, or to provide an adequate response will result in the rejection of your bid and your exclusion from this competition.

# **Selection Stage**

* 1. At the selection stage, we evaluate Bidders’ technical, professional and financial capabilities. We will ask a range of questions appropriate to the procurement. It is important that you answer these questions accurately.
  2. 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 1 of the Selection Questionnaire, you must tell us. If a Key Subcontractor is being relied on to meet Part 1 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.

# **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.

# **Selection Criteria**

* 1. We may exclude you from the competition at the selection stage if:
* 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.
* your bid is deemed non-compliant.
* 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).

# **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 1 (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 9 - 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.

# **Award Criteria**

* 1. The Award Stage consists of a quality evaluation (see section 9 of this document) and a price evaluation (see section 11 of this document).
  2. The award of this framework will be on the basis of the ‘Most Economically Advantageous Tender’ (MEAT).
  3. In this competition, the weighting for the quality evaluation is 70 marks; and, the weighting for the price evaluation is worth 30 marks.

# **Award Process**

* 1. What YOU need to do
* Answer the quality questions section A 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 completed the questionnaires and 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. | **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 receive Zero for any of the quality questions and you have not met a minimum Quality Score of 25, 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 table at section 9.6 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 assess your quality responses.  They will calculate your Price Score using the evaluation criteria in Section D – Price Evaluation. |
| 7. | **Final Score**  Your Quality Score will be added to your Price Score, to create your Final Score as illustrated in Part 12 Final decision to award. |
| 8. | **Award**  Awards will be made to the successful Bidders following the standstill period, subject to contract. |

# **Quality Evaluation**

* 1. Section A Question 2.1.1, 2.1.2 and 2.1.3 are mandatory questions 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 section B and section C 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 you have submitted a bid for will then be added together to calculate your Quality Score.
  6. Please see table A below for an example of how your Quality Score will be calculated.

Table A

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | | **Marking Scheme** | | |
| **2.1 Section A - Mandatory Services** | | | | | |
| 2.1.1 | Accept Competition Rules | | Pass | Fail | |
| 2.1.2 | Accept Contract Terms | | Pass | Fail | |
| 2.1.3 | Mandatory Service Requirements Framework Schedule 1: Specification. | | Pass | Fail | |
| **Question** | | **Question Weighting** | **Maximum Mark Available** | **Your Final Mark** | **Your Weighted Mark** |
| **2.2 Section B** **Social Value - Environmental Sustainability** | | | | | |
| 2.2.1 | Theme 3 Fighting Climate Change | 10% | 100 | 100 | 10.00 |
| **2.3 Section C Technical Questions** | | | | | |
| 2.3.1 | Understanding Buyer Requirements | 20% | 100 | 100 | 20.00 |
| 2.4.1 | Solution Support and Account Management | 20% | 100 | 100 | 20.00 |
| 2.5.1 | Security | 20% | 100 | 100 | 20.00 |
| **Quality score** | | | | | **70.00** |

# **Award Quality Questionnaire**

* 1. The quality questionnaire is split into 3 sections:
* Section A – Mandatory question
* Section B – Social Value
* Section C – Technical Questions
  1. A summary of all the questions in the quality questionnaire, along with the marking scheme, and weightings for each question is set out below:

|  |  |  |  |
| --- | --- | --- | --- |
|  | | | **Marking Scheme** |
| **Section A – 2.1 Mandatory Service Requirements** | | | |
| 2.1.1 | Accept Competition Rules | | Pass / Fail |
| 2.1.2 | Accept Contract Terms | | Pass / Fail |
| 2.1.3 | Compliance with Mandatory Service Requirements Framework Schedule 1: Specification. | | Pass / Fail |
|  | | | |
|  | | **Marking Scheme** | **Weighting (%)** |
| **Section B – 2.2 Social Value - Environmental Sustainability** | | | |
| 2.2.1 | Theme 3 Fighting Climate Change | 100/75/50/25/0 | **10%** |

|  |  |  |  |
| --- | --- | --- | --- |
|  | | **Marking Scheme** | **Weighting (%)** |
| **Section C – 2.3 Technical Questions** | | | |
| 2.3.1 | Understanding Buyer Requirements | 100/75/50/25/0 | **20%** |
| 2.4.1 | Solution Support and Account Management | 100/75/50/25/0 | **20%** |
| 2.5.1 | Security | 100/75/50/25/0 | **20%** |

|  |  |
| --- | --- |
| **Section A – Mandatory Service Requirements** | |
| **2.1.1 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. | |
| **2.1.1 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. |

|  |  |
| --- | --- |
| **2.1.2 Accept Contract Terms** | |
| Do you accept the contract terms as incorporated in the Framework Award Form?  Please answer ‘Yes’ or ‘No’  **Yes -** You accept the contract terms as incorporated in the Framework Award Form.  **No** **-** You do not, accept the contract terms as incorporated in the Framework Award Form. | |
| **2.1.2 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 Award Form.    If you select ‘No’ to indicate that you do not accept the contract terms as incorporated in the Framework Award Form, 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 Award Form. |
| Fail | You have selected ‘No’ confirming that you do not accept the contract terms as incorporated in the Framework Award Form. |

|  |  |
| --- | --- |
| **2.1.3 Compliance with Framework Schedule 1 (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 1 (Specification).  Please answer ‘Yes’ or ‘No’  Yes - You will unreservedly deliver in full all of the Lot 4 mandatory service requirements as set out in Framework Schedule 1 (Specification).  No **-** You will not, or cannot, deliver in full all of the Lot 4 mandatory service requirements as set out in Framework Schedule 1 (Specification). | |
| **2.1.3 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 of the mandatory service requirements as set out in Framework Schedule 1 (Specification).  If you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, deliver in full all of the mandatory service requirements as set out in Framework Schedule 1 (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 of the mandatory service requirements as set out in Framework Schedule 1 (Specification). |
| Fail | You have selected ‘No’ confirming that you will not, or cannot, deliver in full all of the mandatory service requirements as set out in Framework Schedule 1 (Specification). |

|  |  |
| --- | --- |
| **Section B – Social Value - Environmental Sustainability** | |
| **2.2.1 Theme 3 Fighting Climate Change** | |
| **2.2.1 Requirement:**  Demonstrate a full understanding of the Government's [25 year environment plan](https://www.gov.uk/government/publications/25-year-environment-plan), including proposed measures to identify and deliver opportunities to remove or reduce any negative environmental impacts of the contract and to deliver environmental benefits through the contract and how these will be implemented.  Please describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome and Model, as specified in Framework Schedule 1 Specification paragraph 2. | |
| **2.2.1 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 effectively research the market to identify potential environmental impacts and benefits in the performance of the contract as specified in Framework Schedule 1 Specification paragraph ~~2.2.5.~~ 2.3.5. 2. Demonstrate your proposed measures to remove or reduce any negative environmental impacts of the contract and to deliver environmental benefits through the contract as specified in Framework Schedule 1 Specification paragraphs ~~2.2.3 and 2.2.4~~.2.3.3 and 2.3.4. 3. Demonstrate how you will effectively influence staff, suppliers, customers, communities and/or any other appropriate stakeholders in relation to the contract as specified in Framework Schedule 1 Specification paragraphs ~~2.2.1 and 2.2.2.~~2.3.1 and 2.3.2. 4. Demonstrate to the buyer's satisfaction how you will measure, monitor and report on the impact of your proposals as specified in Framework Schedule 1 Specification paragraph ~~2.6.~~ 2.7.   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 eSourcing Suite. Responses must include spaces between words. No attachments or hyperlinks to external content are permitted; any additional documents or hyperlinks 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 ~~2.2.2, 2.2.3, 2.2.4 and 2.2.5~~ 2.2.1, 2.2.2, 2.2.3 and 2.2.4 each box has a character count 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. |

|  |  |
| --- | --- |
| **Section C - Technical questions** | |
| **2.3.1 Understanding Buyer Requirements** | |
| **2.3.1 Requirement:**  Demonstrating a full understanding of a Buyer’s requirement is essential for successful delivery.  Please tell us how you will ensure a comprehensive understanding of a Buyer’s requirement related to the service provision, including how do you plan and deliver a successful migration to the cloud, as specified in Framework Schedule 1 Specification. | |
| **2.3.1 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 activities you will undertake to ensure you will effectively understand the requirements from the Buyer as specified in Framework Schedule 1 Specification paragraph 4. 2. Demonstrate the steps you will take to design a solution and present your proposal to the Buyer, including any governance and sign off structures as specified in Framework Schedule 1 Specification paragraph 5. 3. Demonstrate how you will set up an effective process for running and signing off User Acceptance Testing and what this involves, in order to meet the specification as per Framework Schedule 1 Specification paragraph 7. 4. Demonstrate how you will ensure that knowledge and expertise is retained to the highest degree when moving to implementation of the solution, as specified in Framework Schedule 1 Specification paragraph ~~7~~ 8.   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 or hyperlinks to external content are permitted; any additional documents or hyperlinks 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 ~~2.3.2, 2.3.3, 2.3.4 and 2.3.5~~ 2.3.1, 2.3.2, 2.3.3 and 2.3.4 each box has a character count 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. |

|  |  |
| --- | --- |
| **Section C - Technical questions** | |
| **2.4.1 Solution Support and Account Management** | |
| **2.4.1 Requirement:**  Requirement: effective post-implementation support plays an important role in ensuring a solution achieves the intended business objective.  Please demonstrate your organisation’s capabilities in relation to provision of support to Buyers once a solution is in operational use, as specified in Framework Schedule 1 Specification, paragraph 9. | |
| **2.4.1 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. Provide an explanation of the support service you offer, including the service levels you offer as standard in order to ensure the solution(s) achieve the intended business objective. As specified in Framework Schedule 1 Specification paragraph ~~9.1.1 to 9.1.5 9.1.1 to 9.1.5.~~ 9.1.1 to 9.1.5. 2. Demonstrate how you will effectively manage the level of resource dedicated to the provision of Buyer support to ensure their business objectives are met and the typical level of experience and expertise of the staff involved, and how you ensure they maintain their knowledge. As specified in Framework Schedule 1 Specification paragraph 9.1.1 to 9.1.5 3. Demonstrate how you will, in order to aid continuous improvement, undertake lessons learnt in relation to issues arising in a product support context post-implementation are shared. As specified in Framework Schedule 1 Specification paragraph 9.1.1 to 9.1.5. 4. As a result of lessons learnt demonstrate how you will implement continuous improvements in order to improve your service to buyers throughout the lifetime of the Framework Agreement. As specified in Framework Schedule 1 Specification paragraph 9.1.1 to 9.1.5.   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 or hyperlinks to external content are permitted; any additional documents or hyperlinks 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 ~~2.4.2, 2.4.3, 2.4.4 and 2.4.5~~ 2.4.1, 2.4.2, 2.4.3 and 2.4.4 each box has a character count 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. |

|  |  |
| --- | --- |
| **Section C - Technical questions** | |
| **2.5.1 Security** | |
| **2.5.1 Requirement:**  CCS requires you to demonstrate how you proactively design and manage the security of your organisation whilst providing the Deliverables under a Framework Call Off Contract as specified in Framework Schedule 1 Specification paragraph 6.  Please demonstrate how you will ensure effective staff and facilities security throughout the lifetime of the Framework Contract and any Call Off Contracts in line with the Government Security Policy Framework: [~~(https://www.gov.uk/government/publications/security-policy-framework)~~](https://www.gov.uk/government/publications/security-policy-framework))~~.~~  <https://www.gov.uk/government/publications/security-policy-framework> | |
| **2.5.1 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 identify security threats and vulnerabilities and implement appropriate controls, including your process for effectively monitoring compliance. As specified in Framework Schedule 1 Specification paragraphs 6.1.1, 6.1.2, 6.1.3 and 6.1.4. 2. Demonstrate how you will ensure that accountability for Security Risk Management is driven at board level and your processes for ensuring that action is taken when issues occur. As specified in Framework Schedule 1 Specification paragraphs 6.1.1, 6.1.2 and 6.1.4. 3. Demonstrate how you will ensure that Security Management is part of your culture and that ALL relevant staff have appropriate awareness and training relating to the Government Security Policy Framework and how relevant staff will be identified. As specified in Framework Schedule 1 Specification paragraphs 6.1.3 and 6.1.4. 4. Demonstrate the processes you will use for staff clearing/vetting systems when required, including how you will ensure HR and security policies are aligned and how you will evaluate areas of risk and the corresponding levels of vetting in buyers’ required timescales. As specified in Framework Schedule 1 Specification paragraph 6.1.6.   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 or hyperlinks to external content are permitted; any additional documents or hyperlinks 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 ~~2.5.2, 2.5.3, 2.5.4 and 2.5.5~~ 2.5.1, 2.5.2, 2.5.3 and 2.5.4 each box has a character count 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. |

# **Price Questionnaire and Evaluation**

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

|  |  |  |
| --- | --- | --- |
| **Section D – Price** | | |
| **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 3 - Pricing Matrix  Please name the file [price\_insertyourcompanyname] | Text Box |

* 1. **How to complete your pricing matrix:**

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

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

You should also take into account our management charge of 0.75% which shall be paid by you to us, as set out in the Framework Award form.

You should have read and understood the information on TUPE in 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 exclusive of expenses/travel and subsistence
  + be in british pounds sterling.
  + submitted up to two decimal places
  + be based on an eight (8) hour Working Day; and
  + Provide your most competitive SFIA day rates for each of the roles within the price matrix, please note, this will be the maximum SFIA day rate you will be allowed to offer at Call-Off.

**Zero, negative bids or notional pricing is not permitted. Failure to follow this will result in your bid being deemed non-compliant and you will be removed from the competition.**

We will investigate where we consider your bid to be abnormally low.

The prices submitted will be the maximum payable under this framework. Prices may be lowered at the Call-Off stage. Refer to Framework Schedule 3 – framework prices.

You must download and complete the Attachment 3 Pricing Matrix.

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 Attachment 3 - pricing matrix.

* 1. **Price evaluation process**

This is how we will evaluate your pricing:

We will check you have completed all the yellow cells

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

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

The Bidder with the lowest total basket price in the Total Bid Pricetab (Cell C11) will be awarded the maximum mark available (a Price Score of 30).

All other Bidders will get a Price Score relative to the lowest total basket price.

The calculation we will use to evaluate your total basket price, is as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| Price Score = | Lowest total basket price | x | 30 (maximum Price Score available) |
| Bidder’s total basket price |

Example:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Bidder A total basket price |  | Bidder B total basket price |  | Bidder C total basket price |
| £217,000 |  | £434,000 |  | £542,500 |

* Bidder A has the lowest basket price of £217,000. Bidder A is awarded the maximum mark available for price, which is 30;
* Bidder B submits a total basket price of £434,000. Bidder B is awarded a Price Score of 15
* Bidder C submits a total basket price of £542,500 and is awarded a Price Score of 12.
  1. Abnormally Low Tenders

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

# **Final Decision to Award**

* 1. How we will calculate your Final Score

We will add your Quality Score to your Price Score to calculate your Final Score.

Example:

|  |  |  |  |
| --- | --- | --- | --- |
| **Bidder** | **Quality score** | **Price score** | **Final score** |
| (Maximum score available 70) | (Maximum score available 30) | (Maximum score available 100) |
| Bidder A | 70.00 | 30.00 | 100.00 |
| Bidder B | 60.00 | 15.00 | 75.00 |
| Bidder C | 50.00 | 12.00 | 62.00 |

We will then rank all Final Scores from highest to lowest.

We will offer the number of Bidders a Framework Contract as set out in section 3.1 of Attachment 1 – About the Framework.

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

* 1. Reserved Rights

We also reserve the right to award a Framework Contract to any Bidders whose Final Score is within 1% of the last position, the last position for this Lot is 40th position.

**Example:**

If the Bidder in 40th place, last position has

a Final Score of 60.00

The calculation we will use is:

10th place Bidder’s 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**

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. who have not been excluded.

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

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

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

* 1. **Framework Contract**

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

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

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

This means

* Public liability insurance = £10,000,000
* Professional Indemnity Insurance = £10,000,000
* Employer’s (Compulsory) Liability Insurance = £5,000,000

A valid certificate for each of the standards listed in question 1.28 of the Selection Questionnaire and which is relevant to the services you will be providing.

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