



**NEXT FLOOD WARNING SYSTEM  
SELECTION INSTRUCTIONS**

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## 1. Purpose and general requirements

### 1.1. Purpose of the Selection Instructions

- 1.1.1. These Selection Instructions provide information concerning the process for selecting 4 pre-qualified Potential Suppliers to participate in the procurement of the Next Flood Warning System (NFWS) project by the Authority (the “**Selection Process**”).
- 1.1.2. The Selection Instructions will:
  - (a) explain how the Selection Process will be conducted;
  - (b) detail the timescale for the Selection Process;
  - (c) explain how the Potential Supplier is to provide a Response;
  - (d) explain how the Potential Suppliers will be selected for the next stage of the procurement and be invited to submit an Initial Tender and participate in negotiation.
- 1.1.3. The Selection Instructions should be read in conjunction with the following publications:
  - (a) the Contract Notice;
  - (b) the Descriptive Document;
  - (c) the Selection Questionnaire;
  - (d) Draft Contract.
- 1.1.4. Each of the above can be accessed at <https://defra-family.force.com/s/Welcome>.

### 1.2. General

- 1.2.1. The Authority is using Atamis for this procurement which means the Selection Questionnaire (the “**SQ**”) and the forms for submitting a Response are only available in electronic form. They can be accessed via a web browser at <https://defra-family.force.com/s/Welcome>.
- 1.2.2. The purpose of the selection questions is to enable the Authority to assess the economic and financial standing and the technical and professional ability of Potential Suppliers. The Authority will invite the highest scoring four (4) Potential Suppliers who are capable of performing the contract to participate in the next stage of the procurement and will invite them to submit an Initial Tender and participate in negotiation.
- 1.2.3. Potential Suppliers must submit their Responses in accordance with the instructions set out in the SQ. Any conflict between the SQ and these Selection Instructions should be referred to the Authority for clarification in accordance with Section 3.3.
- 1.2.4. The information contained in these Selection Instructions is provided to ensure that all Responses are given equal and fair consideration. It is important that Potential Suppliers provide all the information asked for in the format and order specified so that the Authority can make an informed decision.
- 1.2.5. Potential Suppliers are responsible for ensuring that they understand the requirements for this procurement. If any information is unclear, or if a Potential Supplier considers that insufficient information has been provided, it should raise a query via the clarification process described in section 3.3.
- 1.2.6. Potential Suppliers must comply with these Selection Instructions and the terms in the SQ. Failure to comply with these Selection Instructions and the SQ will result in the Potential Supplier’s exclusion from this procurement.

## 2. Timetable for the Selection Process

### 2.1. Timetable

2.1.1. The timetable for the Selection Process is set out below. It is subject to change by the Authority. Potential Suppliers will be informed accordingly.

<b>Activity</b>	<b>Date and time</b>
Issue Contract Notice in the Find a Tender Service and Contract Finder	Monday 5 <sup>th</sup> December 2022
Procurement Documents available on Atamis	Monday 5 <sup>th</sup> December 2022
Selection Phase Q&A event (register at <a href="https://forms.office.com/e/2bbna0w1T1">https://forms.office.com/e/2bbna0w1T1</a> )	Tuesday 10 <sup>th</sup> January 2023
Deadline for clarification questions from Potential Suppliers	Monday 23 <sup>rd</sup> January 2023 10:00 GMT
Deadline for Responses from Potential Suppliers	Monday 30 <sup>th</sup> January 2023 10:00 GMT
Notification of Selection Process results to successful and unsuccessful Potential Suppliers	Monday 27 <sup>th</sup> February 2023
Issue Invitation to Negotiate to successful Potential Suppliers	Monday 27 <sup>th</sup> February 2023

*Table 1: Timetable*

2.1.2. The timetable for the remainder of the procurement is set out in the Descriptive Document.

### **3. Completion of Responses**

#### **3.1. General**

- 3.1.1. Unless otherwise stated in these Selection Instructions, the SQ or in writing by the Authority, all communications from Potential Suppliers (including Potential Suppliers' sub-contractors, consortium members, consultants, and advisers) during the procurement must be made using Atamis. The Authority will not respond to communications made by other means and Potential Suppliers should not rely on communications from the Authority unless they are made through Atamis.
- 3.1.2. The Authority may terminate the Selection Process or the procurement at any time, as it sees fit without incurring any liability to any Potential Supplier.
- 3.1.3. The Authority may amend these Selection Instructions or the SQ at any time as it sees fit without incurring any liability to any Potential Supplier. Any such amendment will be notified in writing to all Potential Suppliers. In order to give Potential Suppliers a reasonable time in which to take an amendment into account in preparing their Responses, the Authority may, at its discretion, extend the deadline for the submission of Responses and/or any other stages of the procurement.

#### **3.2. Submission of Responses**

- 3.2.1. Potential Suppliers must complete all parts of the SQ in Atamis in accordance with the instructions therein.
- 3.2.2. The Response and any documents accompanying it must be in English.
- 3.2.3. The Response will be checked for completeness and the Authority may seek to clarify any obvious mistakes in accordance with paragraph 3.7.3.
- 3.2.4. Potential Suppliers must be explicit and comprehensive in their Responses as this will be the single source of information used to evaluate Potential Suppliers' suitability. The Authority will consider only information which is specifically asked for in the SQ.
- 3.2.5. The length of a response to a question in Atamis are defined and only the information within the set limit will be evaluated unless the Authority explicitly requests documents to be attached to the answer for a specific question, in which case other side limits will be specified. For instance, see section 4.3.3.
- 3.2.6. Failure to provide the information required or to supply documents referred to in the Response within the deadline for Responses will result in rejection of the Response.
- 3.2.7. General marketing or promotional brochures will not be accepted where these are not deemed to be specifically relevant to the question.
- 3.2.8. Different persons may be responsible for evaluating different answers in a Response. Therefore, Potential Suppliers should not cross-refer to answers given elsewhere in a Response but should answer each question so that it acts as a stand-alone response.

#### **3.3. Clarifications sought by Potential Suppliers**

- 3.3.1. Any request for clarification regarding these Selection Instructions or the SQ should be submitted at the earliest opportunity via Atamis and in any event no later than the deadline for clarifications set out in the Timetable. The Authority is under no obligation to respond to queries raised after the clarification deadline.
- 3.3.2. The Authority will respond to all reasonable requests for clarification in accordance with the deadline detailed in the Timetable. The Authority will publish all clarifications

and its responses to all Potential Suppliers on Atamis other than in exceptional circumstances.

- 3.3.3. If a Potential Supplier believes that a request for clarification is commercially sensitive or that publishing the same together with the Authority's response as set out above would reveal confidential information, disclosure of which would be detrimental to the Potential Supplier, it should clearly state this when submitting the clarification request. However, if the Authority considers either that:

- (a) the request for clarification and/or the response is not commercially sensitive; and/or
- (b) all Potential Suppliers may benefit from its disclosure

the Authority will notify the Supplier of this via Atamis, and the Potential Supplier will have an opportunity to withdraw the request for clarification. If the request for clarification is not withdrawn within two (2) working days of the Authority's notification, the Authority may publish the clarification request and its response to all Potential Suppliers and the Authority shall not be liable to any Potential Supplier for any consequences of such publication.

- 3.3.4. The Authority reserves the right not to respond to a clarification or publish it where the Authority considers that the response may prejudice the Authority's commercial interests. In such circumstances, the Authority will inform the Potential Supplier of its view.

### 3.4. Changes to Responses

- 3.4.1. Potential Suppliers may modify their Responses prior to the deadline for Responses. No Responses may be modified after the deadline for Responses.
- 3.4.2. Potential Suppliers may withdraw their Response at any time by submitting a notice via Atamis.

### 3.5. Receipt of Responses

- 3.5.1. Responses must be uploaded to Atamis no later than the time and date set out in the Timetable as the deadline for Responses. The Authority will not, subject to Clause 3.5.2 consider Responses received after the deadline. The Authority may, however, at its discretion, extend the deadline and in such circumstances the Authority will notify all Potential Suppliers of the change.
- 3.5.2. If a Potential Supplier experiences problems when submitting its Response, it should contact the Atamis helpdesk (+44 2922790052 or support@atamis.co.uk) for assistance and also inform the Authority.
- 3.5.3. By issuing the SQ, communicating with a Potential Supplier or a Potential Supplier's representative or agents or any other communication in respect of this procurement, the Authority shall not be bound to select any Potential Supplier or award a Contract.

### 3.6. Costs of applying

- 3.6.1. Potential Suppliers shall bear all their own costs and expenses incurred in the preparation and submission of their Responses and the Authority will not be responsible or liable for those costs, regardless of the outcome of the procurement, even if the procurement is terminated or amended by the Authority.

### 3.7. Clarifications sought by the Authority

- 3.7.1. The Authority may seek clarification of any aspect of a Response and/or additional information in order to carry out a fair evaluation, including supporting documents. The Authority is not obliged to seek clarification of Responses and it is the Potential

Supplier's responsibility to ensure its Response is unambiguous and complete and to seek clarification from the Authority if necessary.

- 3.7.2. The Authority's approach to seeking clarification will be consistent to ensure that one Potential Supplier does not receive an unfair advantage over others. There will be a clear audit trail documenting the reasons for any attempt to seek clarification in writing (via Atamis) from a Potential Supplier.
- 3.7.3. The Authority may seek clarification if a Potential Supplier appears to the Authority to have made an "obvious mistake". In other words, where it is apparent what the Potential Supplier's intentions were, but a mistake has been made in the Response. For example:
  - (a) where a document is said to be attached but has not been attached;
  - (b) "typos" for example where percentages in a column add up to 10% but 100% has been typed (the extra "0" added by mistake);
  - (c) obvious omissions, for example, where the working of a calculation has been shown but the answer left blank;
  - (d) where a whole section has been inadvertently omitted; and
  - (e) inconsistencies and confused document structure, for example, inclusion of a statement that there will be no sub-contractors but there is attached a list of sub-contractors
- 3.7.4. While the Authority may seek clarification for such "obvious mistakes", if a Response is unclear, the Authority may consider other Responses to the same question and consider whether the question itself is ambiguous. In these circumstances, it may be appropriate to clarify the question and circulate an unambiguous version of the same question to all Potential Suppliers so that they all have the same second chance to answer the question.
- 3.7.5. The Potential Supplier's failure to respond within two (2) working days and/or to provide an adequate response to a clarification request from the Authority may result in the Response being rejected. If the ambiguity or mistake is not resolved or clarified, the Potential Supplier is likely to receive a low score in relation to that question or to fail that question if it is a pass/fail question.
- 3.7.6. Potential Suppliers must give the names of two people in their organisation who can answer the Authority's clarification questions. The Authority will not contact any other persons. Potential Suppliers must notify the Authority promptly of any changes.

### 3.8. Confidentiality of the SQ and Procurement Documents

- 3.8.1. The contents of these Selection Instructions, the SQ and of any other documents or information published or provided by the Authority in respect of this procurement including those contained in the Data Room are provided on condition that they remain the property of the Authority, are kept confidential (save in so far as they are already in the public domain) and that the Potential Supplier shall take all necessary precautions to ensure that they remain confidential and are not disclosed, save as described below.
- 3.8.2. The Authority will allow Potential Suppliers access to documents and information in the Data Room which are relevant to their need to complete their Responses. Further documents and information will be made available to those Potential Suppliers who are invited to submit an Initial Tender and participate in negotiation.
- 3.8.3. Potential Suppliers may disclose information relating to the procurement to their advisers and sub-contractors in the following circumstances:

- (a) disclosure is for the purpose of enabling a Response to be submitted and the recipient of the information undertakes in writing to keep it confidential on the same terms as the Potential Supplier;
  - (b) the Authority gives prior consent in writing to the disclosure;
  - (c) the disclosure is made for the purpose of obtaining legal advice in relation to the procurement; or
  - (d) the Potential Supplier is legally required to disclose the information.
- 3.8.4. Potential Suppliers shall not undertake any publicity activities in relation to the Selection Process without the Authority's prior written consent, including to the format and content of any publicity. For example, no statements may be made to the media regarding the nature of any Response, its contents or any proposals relating to it without the prior written consent of the Authority.
- 3.8.5. All Central Government Departments, their Executive Agencies and Non-Departmental Public Bodies are subject to control and reporting within Government. In particular, they report to the Cabinet Office and HM Treasury for all expenditure. Further the Cabinet Office has a cross-Government role delivering overall Government policy on public procurement, including ensuring value for money and related aspects of good procurement practice.
- 3.8.6. For these purposes, the Authority may disclose within Government any of the Potential Suppliers' documents and information (including any that the Potential Supplier considers to be confidential and/or commercially sensitive) provided in its Response. The information will not be disclosed outside Government during the procurement. Potential Suppliers consent to these terms as part of the procurement.
- 3.9. Confidentiality**
- 3.9.1. The Authority may use third parties in the course of its evaluation of Responses. The Authority may disclose information contained therein to such third parties for the purposes of the Authority's evaluation of Responses in accordance with these Selection Instructions and the SQ.
- 3.10. Freedom of Information and Environmental Information Regulations**
- 3.10.1. In accordance with the obligations placed on public authorities by the FOIA and the EIR (the "**Acts**"), which provide a public right of access to information held by public bodies, the Authority may be required to disclose information submitted to it by a Potential Supplier.
- 3.10.2. If a Potential Supplier considers any information which it supplies to the Authority to be commercially sensitive or of a confidential nature, it should complete Schedule 9 Commercially Sensitive Information and:
- (a) clearly identify any information provided as confidential or commercially sensitive;
  - (b) explain the potential implications of disclosure of such information; and
  - (c) provide an estimate of the period of time during which the Potential Supplier believes that such information will remain confidential or commercially sensitive.
- 3.10.3. If a Potential Supplier identifies information as being confidential and/or commercially sensitive, the Authority will endeavour to maintain the confidentiality of that information, and will, where practicable, consult the Potential Supplier before information relating to that Potential Supplier is disclosed pursuant to a request for information under the Acts to establish whether an exemption from disclosure may apply.

- 3.10.4. However, even if information is identified by the Potential Supplier as being confidential or commercially sensitive, Potential Suppliers acknowledge that there may be circumstances in which the Authority may be required to disclose such information in accordance with the Acts (in addition to any other transparency obligations as set out in 3.15). In particular, the Authority is required to form an independent judgment concerning whether the information is exempt from disclosure under the Acts including whether the public interest favours disclosure or not. Accordingly, the Authority does not guarantee that any information marked “confidential” or “commercially sensitive” will not be disclosed and accepts no liability for any loss or prejudice caused by the disclosure of information.
- 3.10.5. If the Potential Supplier receives a request for information relating to this procurement under the Acts during the procurement, this should be immediately passed on to the Authority and the Potential Supplier should not respond to the request without first consulting the Authority.

### 3.11. Changes to the Potential Suppliers circumstances

#### 3.11.1. The Authority may:

- (a) reject a Response at any time during the Selection Process if there is a subsequent change of identity, control, financial standing or other material change to the Potential Supplier’s circumstances which may affect the Authority’s evaluation of the Response;
- (b) at any time after the Selection Process disqualify a Potential Supplier from the procurement where there has been a material change to the Potential Supplier’s circumstances, such that had their current circumstances been reflected within their Response, they would not have been selected to submit an Initial Tender and participate in negotiation.

#### 3.11.2. The Authority may in its discretion:

- (a) revisit information contained in a Response at any time during the procurement to take account of subsequent changes to the Potential Supplier’s circumstances; or
- (b) at any point during the procurement require the Potential Supplier to certify there has been no material change to information submitted in its Response and in the absence of such certificate, reject the Response.

### 3.12. Disclaimers

3.12.1. Whilst these Selection Instructions, the SQ and any supporting information referred to herein or provided to Potential Suppliers by the Authority in connection with the procurement have been prepared in good faith the Authority does not warrant that the content of these documents or information is accurate or complete or that it has been independently verified.

3.12.2. Neither the Authority nor its respective advisors, directors, officers, members, partners, employees, other staff, or agents:

- (a) makes any statement, representation, warranty, or promise (express or implied) as to the accuracy, reasonableness, or completeness of:
  - these Selection Instructions the SQ or of any other written or oral communication, past or future, transmitted (or otherwise made available) to any Potential Supplier;
  - any information provided in the past or future in connection with this procurement;

- (b) accepts any liability for the accuracy, reasonableness, or completeness of:
- these Selection Instructions, the SQ or in any other written or oral communication, past or future, (including any communications via Atamis) transmitted (or otherwise made available) to any Potential Supplier; or
  - any information provided in the past or future in connection with this procurement;
- (c) shall be liable for any loss or damage (other than in respect of fraudulent misrepresentation or any other liability which cannot lawfully be excluded) arising from any error, omission, inaccuracy, or misstatement in respect of
- these Selection Instructions, the SQ or in any other written or oral communication, past or future, (including any communications via Atamis) transmitted (or otherwise made available) to any Potential Supplier; or
  - any information provided, in the past or future, in connection with this procurement.

3.12.3. Any party considering entering into contractual relationships with the Authority should make its own investigations and independent assessment of the Authority and its requirements for the goods and/or services and should seek its own professional financial and legal advice.

3.12.4. Neither the issue of these Selection Instructions, the SQ nor any of the information presented in it or on Atamis should be regarded as a commitment or representation on the part of the Authority to enter into a contractual arrangement. Nothing in these Selection Instructions, the SQ or in any other communication made between the Authority and any other party should be interpreted as constituting a contract, agreement or representation between the Authority and any other party (save for a formal award of contract made in writing) or as constituting a contract, agreement, or representation that a contract shall be offered.

### 3.13. Canvassing

3.13.1. Any Potential Supplier which directly or indirectly canvasses any officer, member, employee, or agent of the Defra Group or any other relevant body or any of its officers or members concerning the Contract or this procurement or which directly or indirectly obtains or attempts to obtain information from any such officer, member, employee, or agent concerning any other Potential Supplier or Response will be excluded from this procurement and its Response rejected.

3.13.2. The Potential Supplier shall not make contact with any employee, agent or consultant of the Defra Group who is in any way connected with this procurement during the procurement process, unless instructed otherwise by the Authority.

### 3.14. Conflicts of interest

3.14.1. The concept of a conflict of interest includes any situation where relevant staff members of the Defra Group involved in this procurement have, directly or indirectly, a financial, economic or other personal interest which might be perceived to compromise their impartiality and independence in the context of the procurement procedure and/or affect the integrity of the contract award.

3.14.2. Where the Potential Supplier is aware of any circumstances giving rise to a conflict of interest or has any indication that a conflict of interest exists or may arise it should inform the Authority of this as soon as possible (whether before or after they have submitted a Response). Potential Suppliers should remain alert to the possibility of conflicts of interest arising at all stages of the procurement and should update the

Authority if any new circumstances or information arises, or there are any changes to information already provided to the Authority. Failure to do so, and/or to properly manage any conflicts of interest may result in a Response being rejected.

3.14.3. Provided that it has been carried out in a transparent manner, routine pre-market engagement carried out by the Authority should not represent a conflict of interest for the Potential Supplier.

### 3.15. Government policy in relation to transparency

3.15.1. Potential Suppliers should note that the Government has set out the need for greater transparency in public sector procurement and that if they are awarded a contract as a result of this procurement, the procurement documents and contract will be published on the Find a Tender Service website at <https://www.find-tender.service.gov.uk/> and the Contracts Finder website at <https://www.gov.uk/contracts-finder>.

3.15.2. In some circumstances, limited redactions may be made to some contracts before they are published.

#### 4. Selection Process

##### 4.1. The Selection Questionnaire

- 4.1.1. This section should be read in conjunction with the Selection Questionnaire (on Atamis). The Selection Questionnaire follows the “Standard Selection Questionnaire” set out in Annex B of Procurement Policy Note: Standard Selection Questionnaire Action Note 8/16 which can be found at <https://www.gov.uk/government/publications/procurement-policy-note-816-standard-selection-questionnaire-sq-template>.
- 4.1.2. The questions in the second column of the Selection Questionnaire are questions from the CCS Standard Selection Questionnaire.
- 4.1.3. Potential Suppliers may be excluded if they fail to complete any part of the Selection Questionnaire which is identified below as one which they must complete.

##### 4.2. Qualification Envelope

- 4.2.1. The following table provides instructions on the selection questions Potential Suppliers need to respond to, how to submit those responses and how those responses will be assessed.

Qualification Envelope heading	Selection Questionnaire section	Method of assessment
<b>Notes for completion</b>	01.001 to 01.012	The notes for completion of the Qualification Envelope should be followed.
<b>Section 1 – Potential Supplier Information</b>	1.1(a) to (p)	This part must be completed but will not be evaluated.
<b>Section 1 – Potential Supplier Information</b>	01.2(a) to (b)	This part must be completed but will not be evaluated.
<b>Section 1- Declaration</b>	01.3 to 01.3(a)	The declaration must be completed and will be evaluated.
<b>Section 2 – Grounds for mandatory exclusion</b>	02.1(a) to 2.3(b)	This part must be completed in full. If any of the grounds for mandatory exclusion applies, the Potential Supplier will be excluded unless: <ol style="list-style-type: none"> <li>1. There are overriding reasons in the public interest for disregarding the prohibition in accordance with r.57(6) of the Public Contracts Regulations 2015 (“PCR”);</li> <li>2. Excluding the Potential Supplier would be clearly disproportionate in accordance with r.57(7) of the PCRs; or</li> <li>3. The Potential Supplier has provided satisfactory evidence demonstrating its reliability despite the existence of a relevant</li> </ol>

Qualification Envelope heading	Selection Questionnaire section	Method of assessment										
		ground for exclusion (“Self-Cleaning”) in accordance with r.57(13) of the PCRs.										
<b>Section 3 – Grounds for discretionary exclusion</b>	03.1(a) to 03.3	<p>This part must be completed in full. If any of the grounds for discretionary exclusion applies, the Potential Supplier may be excluded unless:</p> <ol style="list-style-type: none"> <li>1. Excluding the Potential Supplier would be clearly disproportionate in accordance with r.57(7) of the PCRs; or</li> <li>2. The Potential Supplier has provided satisfactory evidence demonstrating its reliability despite the existence of a relevant ground for exclusion (“Self-Cleaning”) in accordance with r.57(13) of the PCRs.</li> </ol>										
<b>Section 4 - Economic and Financial Standing</b>	04.1 to 04.1(a)	<p>Potential Suppliers must meet the following minimum requirements:</p> <ol style="list-style-type: none"> <li>1. <b>Credit Rating:</b> A current long-term credit rating from one or more of the following credit rating agencies, and to at least the level specified in the table below. If the Potential Supplier holds a current long-term credit rating with more than one of the Credit Rating Agencies listed in Table 1 below, then the lowest available Credit Rating should be used for the purposes of responding to 04.1.</li> </ol> <p><b>Table 1</b></p> <table border="1" data-bbox="778 1379 1385 1749"> <thead> <tr> <th>Credit Rating Agency</th> <th>Credit Rating Required</th> </tr> </thead> <tbody> <tr> <td>Moody’s</td> <td>Baa3</td> </tr> <tr> <td>Standard and Poors</td> <td>BBB-</td> </tr> <tr> <td>Fitch Ratings</td> <td>BBB-</td> </tr> <tr> <td>Dun and Bradstreet</td> <td>Risk Indicator: 2</td> </tr> </tbody> </table> <ol style="list-style-type: none"> <li>2. <b>Annual Turnover:</b> The Potential Supplier’s annual turnover must exceed £2 million;</li> </ol>	Credit Rating Agency	Credit Rating Required	Moody’s	Baa3	Standard and Poors	BBB-	Fitch Ratings	BBB-	Dun and Bradstreet	Risk Indicator: 2
Credit Rating Agency	Credit Rating Required											
Moody’s	Baa3											
Standard and Poors	BBB-											
Fitch Ratings	BBB-											
Dun and Bradstreet	Risk Indicator: 2											

Qualification Envelope heading	Selection Questionnaire section	Method of assessment
		<p>3. <b>Operating Margin</b><sup>1</sup>: The Potential Supplier's annual operating margin must exceed 5%.</p> <p><b>Quick Ratio</b><sup>2</sup>: The Potential Supplier's annual quick ratio must exceed 0.8.</p> <p>If the Potential Supplier does not meet any of the tests listed above, then the Potential Supplier should include an appendix in 04.1(a) explaining why.</p>
<b>Section 5 – Relevant Experience and Contract Examples</b>	05.1 to 05.1(a)	<p>05.1 must be completed. Responses will be assessed together with responses to the project specific questions set out in the Technical Envelope.</p> <p>05.1(a) should only be completed if an example for 05.1 could not be provided.</p>
<b>Section 6 – Modern Slavery</b>	06.1 to 06.2 <sup>3</sup>	<p>This part must be completed in full.</p> <p>The Authority will assess this question as follows:</p> <ol style="list-style-type: none"> <li>1. If the Potential Supplier has an annual turnover of £36 million or more, it should answer "Yes" to 06.1.</li> <li>2. If the Potential Supplier answers "Yes" to 06.1, it must provide the relevant URL or other written confirmation as evidence in response to 06.2.</li> <li>3. If the Potential Supplier answers "No" to 06.1 it must provide an explanation in response to 06.2.</li> </ol> <p>If a Potential Supplier answers "No" to 06.2, it will be excluded unless the Potential Supplier provides a satisfactory explanation demonstrating its reliability despite the existence of a relevant ground for exclusion ("Self-Cleaning") in accordance with r.57(13) of the PCRs. and the explanation includes confirmation that the Supplier has appropriate plans in place to be compliant with Section 54 of the Act prior to the Contract effective date.</p>

<sup>1</sup> Operating Profit / Revenue

<sup>2</sup> (Current Assets – Inventories) / Current Liabilities

<sup>3</sup> Since 1 October 2015, commercial organisations that carry on a business or part of business in the UK, supply goods or services and have an annual turnover of £36 million or more ("relevant commercial organisations") have been required under Section 54 of the Act to prepare a slavery and human trafficking statement as defined by section 54 of the Act.

Qualification Envelope heading	Selection Questionnaire section	Method of assessment
<b>Section 7.1 – Additional Information (Insurances)</b>	07.1 to 07.1(d)	<p>The minimum level of insurance cover required by the Potential Supplier is:</p> <ul style="list-style-type: none"> <li>• Employer’s (Compulsory) Liability Insurance = In accordance with the Law of England and Wales;</li> <li>• Public Liability Insurance = £10,000,000;</li> <li>• Professional Indemnity Insurance = £5,000,000; and</li> <li>• Product Liability Insurance = £10,000,000;</li> </ul> <p>A Potential Supplier which does not self-certify that it has or can commit to obtaining these levels of insurance prior to the commencement of the contract will be excluded.</p>
<b>Section 7.2 – Additional Information (Skills and Apprentices)</b>	07.2(a) to 07.2(c)	<p>This part must be completed and will be evaluated. Potential Suppliers must answer “Yes” to all questions in this section in order to be marked as a PASS.</p>
<b>Section 7.3 – Additional Information (Supplier’s Past Performance)</b>	07.3(a) to 07.3(e)	<p>This part must be completed in full.</p> <p>Potential Suppliers must answer “Yes” to 07.3(a) in order to be marked as a PASS.</p> <p>Potential Suppliers must answer “Yes” to 07.3(b) <b>or</b> provide reasoning in 07.3(c) as to why they have answered “No” to 07.3(b) in order to be marked as a PASS.</p> <p>Potential Suppliers must answer “Yes” to 07.3(d) in order to be marked as a PASS.</p> <p>07.3(e) must be completed but will not be evaluated.</p>
<b>Section 7.4 – Additional Information (Sustainability)</b>	07.4(a) to 07.4(e)	<p>This part must be completed and will be evaluated.</p> <p>Potential Suppliers must answer “Yes” to questions 07.4(a) and 07.4(b) in this section in order to be marked as a PASS.</p> <p>If the Potential Supplier’s response to each of questions 07.4(c), 0.74(d) <b>and</b> 07.4(e) demonstrates evidence of previous experience of comparable activities delivered or being delivered, as relevant to the</p>

<b>Qualification Envelope heading</b>	<b>Selection Questionnaire section</b>	<b>Method of assessment</b>
		<p>experience requested in question 07.4(c) to 07.4(e) (as the case may be), then this will be marked as a PASS.</p> <p>If the Potential Supplier's response to any of questions 07.4(c), 07.4(d) <b>or</b> 07.4(e) does not provide evidence of previous experience or provides evidence of previous experience but this is not experience of comparable activities delivered or being delivered which are relevant to the experience requested in question 07.4(c) to 07.4(e) (as the case may be), then this will be marked as a FAIL and the Potential Supplier will be excluded from this procurement.</p>
<b>Section 7.5 - Additional Information</b>	07.5	This part allows for additional information to be added to complete the Response.
<b>Sections 7.6 to 7.7 - Additional Information (Privacy Statement / GDPR)</b>	07.6 to 07.7	<p>This part must be completed and will be evaluated.</p> <p>Potential Suppliers must answer "Yes" to both questions in this section in order to be marked as a PASS.</p>

*Table 2: Qualification Envelope*

### 4.3. Technical Envelope

4.3.1. Potential Suppliers who pass all aspects of the Qualification Envelope will proceed to be assessed in the Technical Envelope.

4.3.2. The Technical Envelope contains a number of project specific questions, which Potential Suppliers must answer against the following subject areas.

Question	Description	Weighting (%)
TE1	Transition and transformation of a public facing digital service	20%
TE2	Customer relationship management (CRM) platforms	10%
TE3	Public facing digital services	30%
TE4	High-volume contact management platforms	30%
TE5	Integration platforms	10%

*Table 3 Technical Envelope questions*

4.3.3. The side count limits for each question are set out below. 1 side of a digital A4 page is equal to 1 side of a physical piece of A4. Potential Suppliers may use A3 size in lieu of A4, but each A3 sized page will be counted as two A4 sides. Text must be no smaller than 11 point. The side limits apply to the entirety of the relevant sections including coversheets, title pages and annexes. Text no smaller than 8 point should be used for drawings, diagrams, and flow charts. The pages of the documents within the response must be numbered sequentially. Page numbers and other header or footer information may be included in the margin space. Margins must be no smaller than 1.27cm. Potential Suppliers must use a font from the following selection in their response: Arial, Calibri, Helvetica, Tahoma, Times New Roman, Verdana.

Question	Maximum A4 side count	Instructions for response
1. Transition and transformation of a public facing digital service	10	<p>Using examples of projects within which you have undertaken an implementation role in the last three (3) years, demonstrate your competence in the transition and transformation of a public facing digital service, similar to the size, scope, and complexity to that envisaged for the next flood warning system.</p> <p>Your response must include a description of your competence in:</p> <ul style="list-style-type: none"> <li>• Provisioning the underlying infrastructure to support the public facing digital service;</li> <li>• Developing a Service Standard<sup>4</sup> compliant digital service using user centred designed methodologies;</li> </ul>

<sup>4</sup> <https://www.gov.uk/service-manual/service-standard>

Question	Maximum A4 side count	Instructions for response
		<ul style="list-style-type: none"> <li>• Developing a new public facing digital service in parallel to the existing live service;</li> <li>• Transferring in and/or mobilising staff;</li> <li>• Cleansing and migrating multiple data sets (e.g. user data);</li> <li>• Ensuring users were kept aware of the change to the service; and</li> <li>• Cutting over to the new public facing digital service with minimal disruption to users.</li> </ul>
2. Customer relationship management (CRM) platforms	5	<p>Using examples of projects within which you have undertaken an operational role in a live service in the last three (3) years, demonstrate your competence in the provision of customer relationship management (CRM) platforms.</p> <p>Your response must include a description of your competence in:</p> <ul style="list-style-type: none"> <li>• Operating a socially inclusive platform which manages user interactions via multiple contact channels (e.g. text, e-mail, IVR, phone);</li> <li>• Adapting your platform in order to influence user behaviour;</li> <li>• Providing a platform which manages different user groups (e.g. personal, business);</li> <li>• Providing a platform which provides a 360° view of the user;</li> <li>• Using the platform to improve awareness of the service or brand;</li> <li>• Providing a platform with “back office” functions (e.g. reporting, configuration, administration); and</li> <li>• Providing a platform which manages user enquiries, complaints, and information requests.</li> </ul>
3. Public facing digital services	15	<p>Using examples of projects within which you have undertaken an operational role in a live service in the last three (3) years, demonstrate your competence in the development, operation and continuous improvement of public facing digital services (e.g. websites, mobile applications).</p> <p>Your response must include a description of your competence in:</p>

Question	Maximum A4 side count	Instructions for response
		<ul style="list-style-type: none"> <li>• Identifying upcoming trends affecting either the user, policy or legislation, or the technology used to provide the services;</li> <li>• Developing user stories;</li> <li>• Developing, prototyping, and iterating Service Standard compliant digital services;</li> <li>• Interoperating your digital service with a third-party platform;</li> <li>• Utilising innovative methods to respond rapidly to changes in the technological, policy or legislative, or user environment, and improve outcomes;</li> <li>• Identifying and understanding a user community;</li> <li>• Eliciting and responding to user feedback;</li> <li>• Considering social inclusivity and accessibility in the design and build of digital services;</li> <li>• Working as part of a hybrid team; and</li> <li>• Increasing awareness of the digital service and migrating users to, and driving take-up of, self-service digital solutions.</li> </ul>
<p>4. High-volume contact management platforms</p>	<p>15</p>	<p>Using examples of projects within which you have undertaken an operational role in a live service in the last three (3) years, demonstrate your competence in the development, operation, and continuous improvement of high-volume contact management platforms.</p> <p>Your response must include a description of your competence in:</p> <ul style="list-style-type: none"> <li>• Operating a platform that issues large volumes of notifications concurrently;</li> <li>• Operating a platform that includes different user groups (e.g. users with accounts and those without accounts) and enables users to register for notifications;</li> <li>• Providing an audit trail for the issuance and receipt of user notifications;</li> <li>• Considering social inclusivity and accessibility in the design and build of contact management platforms;</li> </ul>

Question	Maximum A4 side count	Instructions for response
		<ul style="list-style-type: none"> <li>• Operating multiple contact channels for user notifications;</li> <li>• Operating platforms that allow internal users to create, tailor and manage user notifications;</li> <li>• Operating platforms that allow internal users to tailor contact channels within configurable parameters;</li> <li>• Operating platforms that allow ingestion of third party databases (e.g. addresses, location data, user accounts);</li> <li>• Working with telephone operators and mobile network operators in the provision of contact management platforms; and</li> <li>• Providing high availability (e.g. 99.99%, 24/7), high criticality IT service management for contact management platforms.</li> </ul>
5. Integration platforms	5	<p>Using examples of projects within which you have undertaken an implementation role in the last three (3) years, demonstrate your competence in the development, operation, and continuous improvement of integration platforms.</p> <p>Your response must include a description of your competence in:</p> <ul style="list-style-type: none"> <li>• Implementing platforms which ingest real-time data and information from third party systems operated by other technology providers;</li> <li>• Implementing platforms which allow sharing of data and information to third party systems operated by other technology providers;</li> <li>• Implementing platforms across a range of operating systems and cloud platforms;</li> <li>• Implementing platforms which manage geospatial data;</li> <li>• Implementing platforms which manage environmental data; and</li> <li>• Implementing APIs in accordance with government standards<sup>5</sup>.</li> </ul>

*Table 4: Technical Envelope side count limits*

<sup>5</sup> <https://www.gov.uk/guidance/gds-api-technical-and-data-standards>

- 4.3.4. If the total side count in a Potential Suppliers response to a particular question exceeds the limit for that question, the Authority will only evaluate a Potential Suppliers response up to the side limit for that question. Any part of the response that exceeds the side limit will not be evaluated.
- 4.3.5. Technical Envelope submissions must be in PDF format.

#### 4.4. Technical Envelope scoring mechanism

4.4.1. Potential Suppliers responses to these questions will be scored in accordance with the following scoring mechanism.

Mark	<b>To what extent does the evidence from previous projects provide confidence that the Potential Supplier has undertaken comparable projects in the areas of competence requested in the instructions for response and is likely to successfully deliver the services?</b>
0	<p>The response does not contain any evidence of comparable activities delivered by the Potential Supplier which demonstrates the Potential Suppliers ability to satisfactorily deliver against any areas of competence requested in the instructions for response.</p> <p>The response provides no confidence that the Potential Supplier has the capacity and capability to successfully deliver the services.</p>
1	<p>The response contains some evidence of comparable activities delivered by the Potential Supplier which demonstrates the Potential Suppliers ability to deliver satisfactorily against minimal areas of competence requested in the instructions for response.</p> <p>The response has some major omissions and therefore provides a limited degree of confidence that the Potential Supplier has the capacity and capability to successfully deliver the services.</p>
4	<p>The response contains some evidence of comparable activities delivered by the Potential Supplier which demonstrates the Potential Suppliers ability to deliver satisfactorily against partial areas of competence requested in the instructions for response.</p> <p>The response has some notable omissions and therefore provides an adequate degree of confidence that the Potential Supplier has the capacity and capability to successfully deliver the services.</p>
7	<p>The response contains evidence of comparable activities delivered by the Potential Supplier which demonstrates the Potential Suppliers ability to deliver satisfactorily against a majority of the areas of competence requested in the instructions for response.</p> <p>The response has some minor omissions and therefore provides a good degree of confidence that the Potential Supplier has the capacity and capability to successfully deliver the services.</p>
10	<p>The response contains evidence of comparable activities delivered by the Potential Supplier which fully demonstrates the Potential Suppliers ability to deliver satisfactorily against all areas of competence requested in the instructions for response.</p> <p>The response contains no omissions and therefore provides an exceptional degree of confidence that the Potential Supplier has the capacity and capability to successfully deliver the services.</p>

*Table 5: Technical Envelope scoring matrix*

- 4.4.2. Marks will be allocated to the Potential Suppliers response to each question as a whole, rather than by reference to each bullet in the question.
- 4.4.3. The minimum threshold that Potential Suppliers must achieve is a minimum final mark of “4” for each Technical Envelope question. A Potential Supplier who scores a final mark of “0” or “1” for any of the Technical Envelope questions will not be considered for any subsequent stages of the procurement.
- 4.4.4. Once the assessment of all Responses is complete, the Authority will rank all Potential Suppliers in ascending order of their cumulative weighted score across all Technical Envelope questions.

#### 4.5. Selection Process outcome

- 4.5.1. The Authority will notify all Potential Suppliers who have submitted a Response of its decision. The notification of the decision will confirm to unsuccessful Potential Suppliers the outcome of the Selection Process and provide feedback on their Response. Those Potential Suppliers who achieve the 4 highest cumulative weighted scores across all Technical Envelope questions will proceed to the next phase of this procurement and will be invited to submit an Initial Tender and participate in negotiation.
- 4.5.2. The Authority intends to invite no more than four (4) Potential Suppliers to submit an Initial Tender and participate in negotiation.
- 4.5.3. Where four (4) or fewer Potential Suppliers pass the Qualification Envelope and submit responses to the Technical Envelope the Authority intends to invite all those Potential Suppliers to submit an Initial Tender and participate in negotiation.
- 4.5.4. Where more than four (4) Potential Suppliers pass the Qualification Envelope and submit responses to the Technical Envelope, the Authority will shortlist the four (4) Potential Suppliers who submitted the highest weighted scores in the Technical Envelope. Those Potential Suppliers will be invited to submit an Initial Tender and participate in negotiation.
- 4.5.5. If there is a tie between two or more Potential Suppliers for fourth place, the Potential Supplier scoring highest in the “High-volume contact management platforms” section of the Technical Envelope will be selected. If there is still a tie, then the same approach will be applied to the remaining weighted sections of the Technical Envelope in descending order of priority:
  - (a) Public facing digital services;
  - (b) Transition and transformation of a public facing digital service;
  - (c) Customer relationship management (CRM) platforms;
  - (d) Integration platforms.