

Invitation to tender

Attachment 2 – How to bid

RM6257

Security Services – Physical, Technical and Support Services Framework

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1. **How to make your bid**
   1. Your bid must be made by the organisation that will be responsible for providing the goods and/or services if your bid is successful.
   2. You may bid for one or more of the lots, ensure you read paragraph 3.1 of Attachment 1- About the framework.
   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.
2. **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.
   5. You must ensure you read the instructions for the Attachment 2b (applicable to each lot) carefully and ensure that you allow plenty of time to send to your Contract Customer, for them to complete and return to you.
   6. For lot 1 and any other lot, you can submit up to a maximum of three (3) customer contract examples combined that must demonstrate the delivery of each of the service lines. Please be aware that for each of the Attachment 2b(s) submitted, it is essential they meet the monetary values and scope of the requirement for the lot(s) you are bidding for.
   7. Bidders are to be aware that if you are bidding for lot 1 and a combination of any other lot, you are required to submit up to a maximum of three (3) Attachment 2b(s). **Please note Attachment 2b (i) lot 1 applies to bidders submitting a bid for lot 1, and any other lot e.g. a combination of lot 1, lot 2, lot 3 and/or lot 4. You are required to submit up to a maximum of three (3) Attachment 2b(i)s for your customer contract examples.**
   8. For lot 2, lot 3 and lot 4 **ONLY**, you can submit up to a maximum of two (2) customer contract examples combined that must demonstrate the delivery of each of the service lines. Please be aware that for each of the Attachment 2b(s) submitted, it is essential they meet the monetary values and scope of the requirement for the lot(s) you are bidding for.
   9. If you are bidding for lot 2, lot 3 or lot 4 **ONLY**, bidders are required to submit Attachment 2b for the applicable lot(s) you are bidding for **e.g**. if a bidder is bidding for lot 2 and also lot 3, bidders are required to submit up to a maximum of two (2) Attachment 2b(ii) for lot 2 and up to a maximum of two (2) Attachment 2b(iii) for lot 3 equalling in total, a maximum of up to four (4) Attachment 2bs.
   10. It is essential that you clearly and unambiguously fall within the scope of the requirement for each lot you are bidding for, as set out in Framework Schedule 1 (Specification).
   11. Remember CCS may contact the Contract Customer to verify the information provided in your Attachment 2b(s), if the Contract Customer cannot or will not verify the information or fails to respond to a verification request from CCS, your bid may be rejected and you may be excluded from the competition. We will tell you why your bid has been excluded.
3. **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**.
4. **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.
      * having applied the policy set out in Procurement Policy Note 01/22 (PPN 01/22) you (or any of your subcontractors named in your tender) are deemed as constituted or organised under the law of Russia or Belarus, or whose ‘Persons of Significant Control’ information states Russia or Belarus as the place of residency.
      * you receive a ‘fail’ for any of the selection questions contained in part 11 technical and professional ability. For the avoidance of doubt, if a customer indicates OPTION B when completing TABLE B of your Attachment 2b(s) or cannot or will not verify the information you have provided or fails to respond to a verification request from CCS, this may result in you being awarded a fail.
   2. If we exclude you from the competition we will tell you and explain why.
5. **Selection questionnaire**

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

1. **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 read 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.

1. **Award criteria** 
   1. The Award Stage consists of a quality evaluation (see paragraph 9 of this document) and a price evaluation (see paragraph 11 of this document).
   2. The award of this framework will be on the basis of the ‘Most Economically Advantageous Tender’ (MEAT).
   3. The weighting for the Social Value is 15%; quality evaluation is worth 45%; and the price evaluation is worth 40%.
   4. The weightings for the Quality and Price evaluation for each lot are shown in the below table:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Quality weighting per Lot** | **Social Value – All Lots** | **Lot 1** | **Lot 2** | **Lot 3** | **Lot 4** |
| 15% | 45% | 45% | 45% | 45% |
| **Price weighting per Lot** | 40% | 40% | 40% | 40% | 40% |

1. **Award process**
   1. What YOU need to do

* answer the quality questions in section A to section G of the quality questionnaire in the eSourcing suite in the technical envelope.
* Complete 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 completed the 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**  For Generic question (2.3) and the lot specific Technical questions, you must meet the minimum weighted quality score of **18.75 out of 45.00** applicable to the lot(s) you are bidding for.  For Technical question 2.2 Social Value (All lots) you must meet the minimum quality score of **50**.  To be awarded a place on the Framework bidders must achieve or exceed an overall final score of **35.**  To note that if you have received a zero **(0)** for any of the quality Technical 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.  Refer to tables at paragraph 9 for an example of how your **quality score** for each lot will be calculated. |
| 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. |

1. **Quality Evaluation**

Section A question 2.1 is a mandatory question 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.

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.

Each of the generic and quality questions, in section B to section G of the quality questionnaire will be independently assessed by our evaluation panel.

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.

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.

Please see tables A to table E below for an example of how your quality score will be calculated.

Table A – Section B - Social Value - All lots

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| 2.2 | Social Value | 15% | 100 | 100 | 15.00 |
| **Quality score - *(max 15)*** | | | | | **15.00** |

Table B – Section C and Section D - Lot 1

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| 2.3 | Supply Chain Management | 15% | 100 | 50.00 | 7.50 |
| 2.4 | Service Delivery- Innovation  (Lot 1 ONLY) | 15% | 100 | 25.00 | 3.75 |
| 2.5 | Service Delivery - Buyer Satisfaction (Lot 1 ONLY) | 15% | 100 | 50.00 | 7.50 |
| **Quality score (*max 45)*** | | | | | **18.75** |

Table C – Section C and Section E- Lot 2

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| 2.3 | Supply Chain Management | 15% | 100 | 50.00 | 7.50 |
| 2.6 | Service Delivery - Mobilisation  (Lot 2 ONLY) | 15% | 100 | 75.00 | 11.25 |
| 2.7 | Service Delivery - Staff Management (Lot 2 ONLY) | 15% | 100 | 25.00 | 3.75 |
| **Quality score (*max 45)*** | | | | | **22.50** |

Table D –Section C and Section F Lot 3

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| 2.3 | Supply Chain Management | 15% | 100 | 25.00 | 3.75 |
| 2.8 | Service Delivery - Staff Management (Lot 3 ONLY) | 15% | 100 | 100.00 | 15.00 |
| 2.9 | Service Delivery - Integration  (Lot 3 ONLY) | 15% | 100 | 100.00 | 15.00 |
| **Quality score - (*max 45)*** | | | | | **33.75** |

Table E – Section C and Section G Lot 4

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| 2.3 | Supply Chain Management | 15% | 100 | 100.00 | 15.00 |
| 2.10 | Service Delivery- Staff Management (Lot 4 ONLY) | 15% | 100 | 25.00 | 3.75 |
| 2.11 | Service Delivery - Consultancy  (Lot 4 ONLY) | 15% | 100 | 75.00 | 11.25 |
| **Quality score- (*max 45)*** | | | | | **30.00** |

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

* Section A – Mandatory question
* Section B – Social Value question (All lots)
* Section C - Generic question (All lots)
* Section D to Section G - Lot specific 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 – Mandatory service requirements** | | | |
| 2.1 | Compliance with Mandatory Service Requirements Framework Schedule 1: Specification. | | Pass / Fail |
|  | | | |
| **Section B Generic Question** | | **Marking scheme** | **Weighting (%)** |
| **Social Value – All Lots** | | | |
| 2.2 | Social Value | 100/75/50/25/0 | **15%** |

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| --- | --- | --- | --- |
| **Section C Generic Question** | | **Marking scheme** | **Weighting (%)** |
| 2.3 | Supply Chain Management | 100/75/50/25/0 | **15%** |

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| --- | --- | --- | --- |
| **Section D Lot 1 Questions** | | **Marking Scheme** | **Weighting (%)** |
| 2.4 | Service Delivery- Innovation (Lot 1 ONLY) | 100/75/50/25/0 | **15%** |
| 2.5 | Service Delivery - Buyer Satisfaction (Lot 1 ONLY) | 100/75/50/25/0 | **15%** |

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| --- | --- | --- | --- |
| **Section E - Lot 2 Questions** | | **Marking scheme** | **Weighting (%)** |
| 2.6 | Service Delivery- Mobilisation (Lot 2 Only) | 100/75/50/25/0 | **15%** |
| 2.7 | Service Delivery - Staff Management(Lot 2 ONLY) | 100/75/50/25/0 | **15%** |

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| --- | --- | --- | --- |
| **Section F - Lot 3 Questions** | | **Marking scheme** | **Weighting (%)** |
| 2.8 | Service Delivery- Staff Management (Lot 3 ONLY) | 100/75/50/25/0 | **15%** |
| 2.9 | Service Delivery - Integration (Lot 3 ONLY) | 100/75/50/25/0 | **15%** |

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| --- | --- | --- | --- |
| **Section G - Lot 4 Questions** | | **Marking scheme** | **Weighting (%)** |
| 2.10 | Service Delivery- Staff Management (Lot 4 ONLY) | 100/75/50/25/0 | **15%** |
| 2.11 | Service Delivery – Consultancy (Lot 4 ONLY) | 100/75/50/25/0 | **15%** |

|  |  |
| --- | --- |
| **Section A – Mandatory service requirements (All Lots)** | |
| **2.1 Compliance with Framework Schedule 1 (Specification)** | |
| If you are awarded a framework contract, will you unreservedly deliver in full, all the mandatory service requirements applicable to the lot for which you are bidding for, as set out in Framework Schedule 1 (Specification).  Please answer ‘Yes’ or ‘No’.  **Yes -** You will unreservedly deliver in full all the mandatory service requirements applicable to the lot for which you are bidding for, as set out in Framework Schedule 1 (Specification.  No **-** You will not, or cannot, deliver in full all the mandatory service requirements applicable to the lot for which you are bidding for, as set out in Framework Schedule 1 (Specification). | |
| **2.1 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 will unreservedly deliver in full all the mandatory service requirements applicable to the lot for which you are bidding for, 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 the mandatory service requirements applicable to the lot for which you are bidding for, 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 the mandatory service requirements applicable to the lot for which you are bidding for, as set out in Framework Schedule 1 (Specification). |
| Fail | You have selected ‘No’ confirming that you will not, or cannot, deliver in full all the mandatory service requirements applicable to the lot for which you are bidding for, as set out in Framework Schedule 1 (Specification).  **OR**  You have not selected either ‘Yes’ or ‘No’. |

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| **Section B – Social Value (All Lots) - Tackling Economic Inequality** | |
| **2.2 Requirement:**  CCS requires Bidders to demonstrate an understanding of and measures to tackle inequality, to improve recruitment of disadvantaged, underrepresented and minority groups in employment and skills within your Organisation, as detailed within Social Value Performance Indicators paragraph 3 (Social Value), Service A11 – (Staff Management, Recruitment and Training) of Framework Schedule 1 (Specification) and Joint Schedule 5 - Corporate and Social Responsibility. | |
| **2.2 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 demonstrate:   1. how you will ensure a strong commitment to apprenticeships, including how you will attract support, deliver and retain apprenticeships and how you will increase the number of apprenticeships and skills development throughout the lifetime of the framework; 2. how working conditions will promote a diverse and inclusive working environment and promote retention and progression, including how this will be measured and how you will seek improvements throughout the duration of the Framework; 3. how you will actively recruit disadvantaged, underrepresented and minority groups in order to reduce inequality within your organisation; and 4. how you will promote retention and progress across disadvantaged, underrepresented and minority groups including how this will be measured.   Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information.  Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – 8,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in applicable text boxes provided, 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. |

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| **Section C – Generic Question - Supply Chain Management (All Lots)** | |
| **2.3 Requirement:**  CCS requires you to demonstrate how you will actively manage all aspects of Key Subcontractor involvement in the Call-Off Contract (including subsidiaries or local partners) throughout the duration of the Framework Contract, whilst ensuring that the required quality of the service is achieved and maintained through your Supply Chain, as detailed within Service A12 (Selection and Management of Sub-contractors) of Framework Schedule 1 (Specification).  **Please note, Bidders who do not intend to use Key Subcontractors (including subsidiaries or local partners), must still answer this question in the context of how they will manage Subcontractors, subsidiaries or local partners in the future, if required**. | |
| **2.3 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 demonstrate:  a) the processes you will have in place, to identify and appoint sub-contractors within your supply chain ensuring that they are able to provide the Services to the required quality standard in accordance with Framework Schedule 1 (Specification);  b) how you will manage supply chain performance in a consistent way to ensure high quality delivery and issues of poor performance are managed effectively;  c) the processes you will have in place for identifying and managing risks and dispute resolution related to Subcontractor delivery; and  d) how you will manage your supply chain in recognition of the need to promote new opportunities and engage with new and small organisations (e.g. SMEs and VCSEs), to help them grow, including how you will work with local communities and engage with SMEs/VCSEs in supporting their development.  Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information.  Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – 8,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in the applicable text boxes provided, 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. |

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| **Section D – Service Delivery- Innovation Lot 1 ONLY** | |
| **2.4 Requirement:**  CCS requires you to demonstrate how you will successfully deliver the requirements of Lot 1, as detailed within Services A1 (Integration) and A6 (Risk Management) of Framework Schedule 1 (Specification). | |
| **2.4 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 demonstrate:   1. how you will ensure consistent delivery of the required Services, standards and Key Performance Indicators during the Call-Off Contract; 2. how you will work with the Buyer to identify efficiencies and innovation to achieve maximum value for the Buyer whilst ensuring the quality of the Services are not compromised; 3. how you will implement innovation and efficiencies during the Call Off Contract, ensuring continuity of the services; and 4. How will you identify and provide continuous improvement of the services.   Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information.  Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – 8,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in the applicable text boxes provided, 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. |

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| --- | --- |
| **Section D – Service Delivery- Buyer Satisfaction Lot 1 ONLY** | |
| **2.5 Requirement:**  CCS requires you to demonstrate how you will successfully deliver the requirements of Lot 1, as detailed within A5 Service Delivery Plan and A7 Buyer Satisfaction of Framework Schedule 1 (Specification). | |
| **2.5 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 demonstrate:  a) how you will utilise a Service Delivery Plan to meet the Buyer's requirements throughout the lifetime of a Call Off contract;  b) how you will work with the Buyer to identify and manage risks as part of the Service Delivery Plan;  c) how you will develop a Buyer satisfaction process with the Buyer and deliver it in accordance with the specific Buyer requirements and as defined in the agreed Service Delivery Plan; and  d) your complaints process you will have in place that ensures you maintain the Buyers satisfaction targets.  Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information.  Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – 8,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in the applicable text boxes provided, 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. |

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| **Section E – Service Delivery - Mobilisation Lot 2 Only** | |
| **2.6 Requirement:**  CCS requires you to demonstrate how you will successfully deliver the requirements of Lot 2, as detailed within Service A4 (Mobilisation) and A6 Risk Management of Framework Schedule 1 (Specification). | |
| **2.6 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 demonstrate:  a) your processes you will put in place to manage risks to the successful mobilisation of the Buyers requirements from the start of the Mobilisation Period;  b) your processes you will put in place to ensure that all service requirements are fulfilled from the Call Off Contract start date;  c) your processes you will put in place to ensure that you identify and manage any risks associated with the delivery of a Call Off Contract; and  d) how you will ensure clear lines of responsibility, communication, ownership and escalation of the risks.  Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information.  Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – 8,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in the applicable text boxes provided, 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. |

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| **Section E – Service Delivery - Staff Management Lot 2 ONLY** | |
| **2.7 Requirement:**  CCS requires you to demonstrate how you will successfully deliver the requirements of Lot 2, as detailed within A11 (Staff Management, Recruitment and Training and Work Package B- Guarding Services of Framework Schedule 1 (Specification). | |
| **2.7 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 demonstrate:  a) your process for staff recruitment including how you will develop staff and ensure continued professional development;  b) how you will plan your resource to meet the security guarding requirement  c) how you will respond to fluctuations in staff numbers due to sickness and annual leave to ensure a flexible and responsive approach to the requirements; and.  d) how you will ensure that staff hold a current and up to date SIA licence.  Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information.  Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – 8,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in the applicable text boxes provided, 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. |
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| **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. |

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| **Section F – Service Delivery- Staff Management Lot 3 ONLY** | |
| **2.8 Requirement:**  CCS requires you to demonstrate how you will successfully deliver the requirements of Lot 3, as detailed within Service A11 (Staff Management, Recruitment and Training) of Framework Schedule 1 (Specification). | |
| **2.8 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 demonstrate:  a) your process for staff recruitment including how you will develop staff and ensure continued professional development;  b) your process to ensure how the technical services knowledge of staff remains relevant and up to date;  c) your processes you will have in place to develop and maintain a training register for all Staff; and  d) your process you will have in place to ensure that all staff are security cleared to the Baseline Personnel Security Standards and your processes to ensure staff have any higher security clearance as specified by the Buyer during the Call Off Contract.  Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information.  Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – 8,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in the applicable text boxes provided, each box has a character count of 2,000 characters. | |
| **Marking Scheme 100/75/50/25/0** | |
| **Marking scheme** | **Evaluation criteria** |
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| **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. |

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| **Section F – Service Delivery - Integration Lot 3 ONLY** | |
| **2.9 Requirement:**  CCS requires you to demonstrate how you will successfully deliver the requirements of Lot 3, as detailed within Paragraph 5 (Mandatory Requirements), Paragraph 6 - A1 (Integration), Work Package C (Physical and Technical Security Services), Paragraph 17 (Standards and Certification Requirements) and Appendix 2 of Framework Schedule 1 (Specification). | |
| **2.9 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 demonstrate:  a) how you will work with the Buyer to understand their requirements;  b) how you will you use your organisations expertise to offer alternative and innovative solutions to maximise use of technology and deliver value for money;  c) your processes for ensuring that all information held relating to a Buyer's premises/sites is maintained securely to ensure it cannot be accessed by unauthorised third parties; and  d) your processes you have in place to ensure that the services delivered comply with requirements and the required accreditation and industry recognised standards, for example British Standards and International Organisation for Standardisation (ISO).  Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information.  Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – 8,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in the applicable text boxes provided, each box has a character count of 2,000 characters. | |
| **Marking Scheme 100/75/50/25/0** | |
| **Marking scheme** | **Evaluation criteria** |
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| **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. |

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| **Section G – Service Delivery- Staff Management Lot 4 ONLY** | |
| **2.10 Requirement:**  CCS requires you to demonstrate how you will successfully deliver the requirements of Lot 4 as detailed within Service A11 (Staff Management, Recruitment and Training), Work Package J (Security Awareness/Training) and Work Package I (Security Assessment) paragraph 14.2 of Framework Schedule 1 (Specification). | |
| **2.10 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 demonstrate:  a) your process for staff recruitment, including how you will develop staff and ensure continued professional development;  b) your processes you will have in place to ensure their professional services knowledge and skills remain relevant and up to date;  c) your processes you will have in place to ensure all staff hold the relevant accreditations detailed within Framework Schedule 1; and  d) the processes you will have in place to design, deliver and evaluate high quality security training and awareness, utilising a range of methods and learning techniques to meet the Buyer's requirements.  Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information.  Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – 8,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in the applicable text boxes provided, 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. |
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| **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. |

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| **Section G – Service Delivery- Consultancy Lot 4 ONLY** | |
| **2.11 Requirement:**  CCS requires you to demonstrate how you will successfully deliver the requirements of Lot 4, as detailed within G1 (Consultancy Services) of Framework Schedule 1 (Specification). | |
| **2.11 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 demonstrate:  a) how you will support Buyers in the interpretation and implementation of new Security legislation/policy within their organisation;  b) how you will draw upon experience gained from other projects and your organisation's expertise to help Buyers make informed decisions;  c) how you would assure your team delivers high-quality advice, including your process for ensuring adequate oversight and scrutiny of work; and  d) how you will transfer knowledge to the Buyers personnel to ensure they are up-skilled and able to make informed decisions following contract exit/completion.  Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information.  Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – 8,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in the applicable text boxes provided, 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. |
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| **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. |

1. **Price evaluation**

This paragraph 11 contains information on how to complete the pricing matrix Attachment 3 and the price evaluation process for the lot(s) you are bidding for.

* 1. How to complete your pricing matrix:

Read and understand the instructions on the Instructions Tab in Attachment 3 and in this section, before submitting your prices.

Your prices should compare with the quality of your offer.

You should also take into account our management charge 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 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.

Your prices submitted must:

● exclude VAT.

● be inclusive of expenses/travel and subsistence

● be in British pounds sterling,

● submitted up to two decimal places

● Day rates will be based on an eight (8) hour day.

Zero or negative bids will not be accepted and we will investigate where we consider your bid to be abnormally low.

All Services must be priced on a stand-alone basis; you must not under-price with the view that the Services can be delivered within another Service line.

Prices submitted must be the maximum payable under this Framework, prices may be lowered at the call-off stage, please refer to Framework Schedule 3 (Framework Prices).

You must download and complete the relevant tab(s) on Attachment 3 for the lot(s) you are submitting a bid for, enter your maximum price and percentage, in the cells highlighted in Yellow and Green. Please note Green cells are for information only and will not be evaluated.

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 Attachment 3.

You can check the conformance status of your Attachment 3 by referring to cell C2 on the ‘oConformance’ tab. You can also refer to the ‘Status’ column (E) on the same tab, which highlights areas of non-conformity.

* 1. Price evaluation process

This is how we will evaluate your pricing:

We will check you have completed the relevant tab(s) for each lot you are bidding for in line with the instructions.

We will check you have completed all the yellow and green cells for each lot you are bidding for.

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.

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

Each lot will have its own price evaluation across all conformant bids received in relation to that lot, the same evaluation process applies to all lots.

Your pricing will be evaluated against other bidders pricing across the scorable elements in each lot. Each scorable element is evaluated separately, thereby comparing like-for-like.

The number of separate scorable elements for each lot, with the associated maximum number of points that can be awarded is detailed in the table below

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Lot** | **Number of separate scorable elements** | **Standard Service rate per Unit of Measure** | **Maximum mark per scorable element** | **Weighted mark per scorable element (40%)** |
| Lot 1 | 27(Twenty-Seven) | Hourly and day rates | 3.333333333  (90/27) | 1.333333333 |
| 4 (Four) | Billable Works Management Uplift % | 2.50  (10/4) | 1 |
| Lot 2 | 2 (Two) | Hourly rates | 47.50  (95/2) | 19 |
| 4 (Four) | Billable Works Management Uplift % | 1.25  (5/4) | 0.5 |
| Lot 3 | 16 (Sixteen) | Hourly and day rates | 5.625  (90/16) | 2.25 |
| 4 (Four) | Billable Works Management Uplift % | 2.50  (10/4) | 1 |
| Lot 4 | 9 (Nine) | Day rates | 10.55555556  (95/9) | 4.222222222 |
| 4 (Four) | Billable Works Management Uplift % | 1.25  (5/4) | 0.5 |

Data to be evaluated will be extracted from the ‘oEvaluation Exp’ tab.

* 1. Price Score Calculation

Management and Corporate Overhead percentages will first be added together and applied to each scorable element.

The Profit percentage provided will then be applied to calculate the maximum final price for each scorable element. The maximum final price will then be evaluated.

Each scorable element will have an optimal bid value calculated which will be the median value of all compliant submitted bids.

Where we receive an equal number of bids the median value will be set at the lower of the two bids.

Marks will be awarded to each scorable element based on the variance from the optimal bid value. Table A demonstrates the percentage of optimal bid value and the associated marking scheme.

A tolerance of 20% is set around the optimal price, all prices falling within the tolerance will score 100% (see table A)

Prices under the optimal price tolerance are deemed to be more competitive than those over. To reflect this, prices over the optimal price tolerance will score 10 marks fewer than those under.

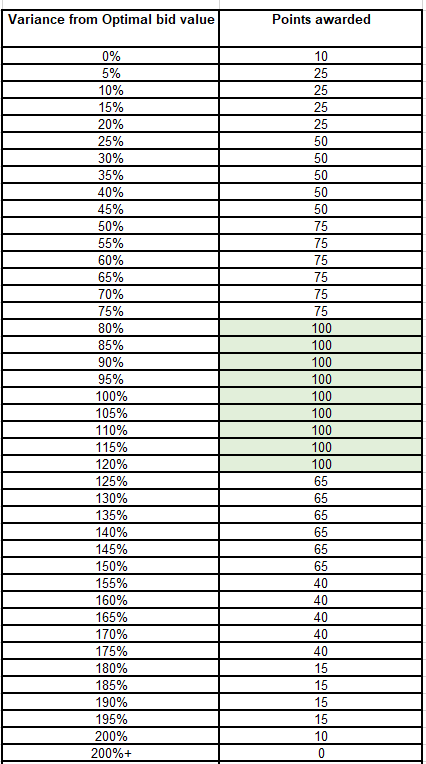
Marks are awarded to each bid based on percentages of the optimal bid value.

Throughout the evaluation process for each scorable element, full figure values are used to ensure accuracy. Only where the final scores are calculated will rounding be applied. Final scores will be rounded to two decimal places using Excel standard 'Round' formula.

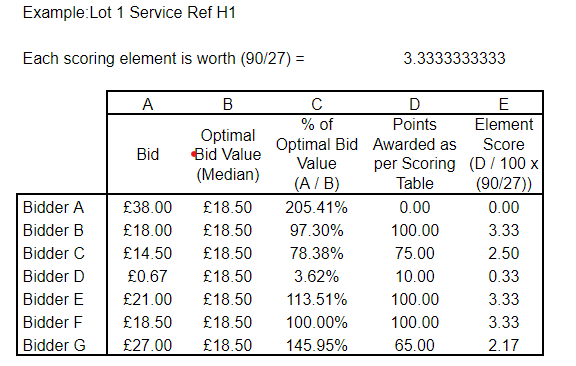
The total price score will be added to the total quality score to create a final score for each bidder.

Please note that there is a worked example to support this process below.

**Table A - Percentage of optimal bid value and associated marking scheme**



**Worked example**

****

The optimal bid value is calculated as the median value of all of the bids listed in column A and can be seen in column B.

The percentage of the optimal bid value for each bid (column C) is calculated as the bid value (column A) divided by the optimal bid value (column B). For example, Bidder A’s variance is calculated as 38.00 / 18.50 = 205.41%

The points awarded to each bidder in Column D are derived from table A.

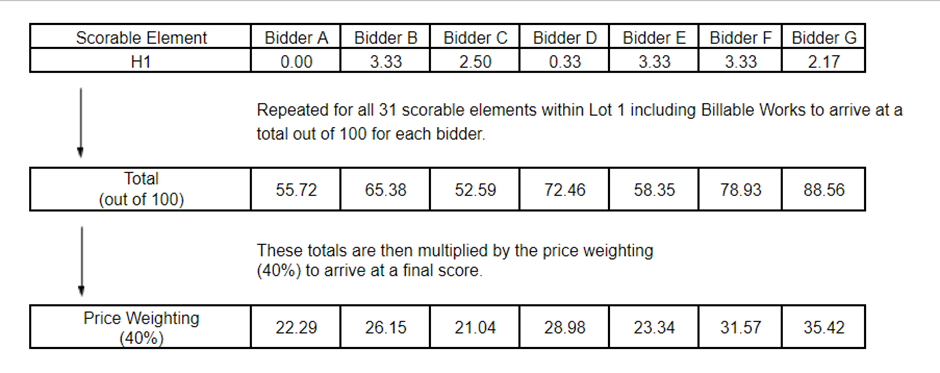
Bidder A receives 0 points as their bid values were outside of the tolerance from the optimal bid value, i.e. the variance percentages in column C was greater than 200%

Bidders B, E and F receives the maximum amount of points as their bid value was the same as the optimal bid value or fell within the 20% tolerance limit.

All other bidders receive a score in line with the table above.

Column E then takes the scores from column D and applies the relevant weighting for each scorable element. For example, Bidder B is calculated as 100 x 90/27 = 3.33.

The individual score contributions from column E are then collated to arrive at a total price score out of a maximum of 100 for each bidder. This is then weighted against the price scoring weight of 40% to arrive at the final price score. This is illustrated below with example data:



* 1. Abnormally low tenders

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

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

1. **Final decision to award**
   1. How we will calculate your final score

We will add your quality score to your price score to calculate your final score.

Example:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Bidder | Social Value | Quality score | Price score | Final score |
| (Maximum score available 15) | (Maximum score available 45) | (Maximum score available 40) | (Maximum score available 100) |
| Bidder A | 15.00 | 45.00 | 40.00 | 100.00 |
| Bidder B | 11.25 | 33.75 | 20.00 | 65.00 |
| Bidder C | 7.50 | 22.50 | 18.00 | 48.00 |

We will offer the number of Bidders a framework contract as set out in paragraph 3.1 of Attachment 1 – About the framework.

* 1. Intention to award

You can submit a bid for one (1) or more lots.

We will tell you if you have been successful or unsuccessful via the eSourcing suite. We will send an intention to award letter 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 ten (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

* Employer’s (Compulsory) Liability Insurance = £5,000,000
* Public Liability Insurance = £5,000,000
* Professional Indemnity Insurance = £5,000,000
* Product Liability Insurance = £5,000,000
* Cyber Essentials Basic Certificate and/or ISO 27001 Information Security certification or equivalent
* ISO 9001 Quality Management certification or equivalent (for all lot(s))

A valid certificate for each of the standards listed in parts 7, 8 and part 12 question 1.37 of the Selection Questionnaire and which is relevant to the services you will be providing under the specific lot.

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.