

Invitation to tender

Attachment 2 – How to bid

RM6280 Postal Services and Solutions

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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 1 to 8 inclusive. You must, ensure you read paragraph 3.1 of Attachment 1 – About the framework.
	3. Please be aware if you are bidding for Lot 4 and any other Lot(s) you have to inform CCS of your preference should you be successful on Lot 4 and any other Lots(s). Please do this at selection question 1.11.3 as you will not be awarded a position on any of the other Lots or be permitted to perform any Services on any other Lots if your preference is Lot 4 under this Framework Contract. This is to ensure that the integrity and independence of the Services in Lot 4 is retained.
	4. Your bid must be **entered into the eSourcing suite.** We can only accept bids that we receive through the eSourcing suite.
	5. If you are bidding as a Consortium, please submit your bid in the name of the Lead member and follow the instructions when completing the Qualification envelope, including providing the name of the consortium in response to question 1.8.2.

If you are bidding as a single entity on a Lot and as a Consortium on another Lot, you will need to set up an additional account in the eSourcing suite. Please submit your bids as follows:

* For your bid as a single entity, please submit your bid in the eSourcing suite in the name of your organisation.
* For your bid as a consortium, please create an additional account in the eSourcing suite in the name of your consortium

In both cases, when submitting your bid(s) please continue to follow the instructions when completing the Qualification envelope section 1.8 Group or Consortium Details.

* 1. Upload ONLY those attachments we have asked for. Do not upload any attachments we haven’t asked for.
	2. Make sure you answer every question.
	3. You must submit your bid before the bid submission deadline, in paragraph 5 “Timelines for the competition” in Attachment 1 - About the framework.
	4. 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.
	5. 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.
	6. We may require you to clarify aspects of your bid in writing and/or provide additional information. Failure to respond within the time required, or to provide an adequate response will result in the rejection of your bid and your exclusion from this competition.
1. Selection stage
	1. At the selection stage, we evaluate bidders’ technical, professional and financial capabilities. We will ask a range of questions appropriate to the procurement. It is important that you answer these questions accurately.
	2. If you are relying on any Key Subcontractors to provide the answers to the technical and professional ability, they must complete Attachment 4 - Information and declaration workbook.
	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 Attachment 4 - Information and declaration workbook for themselves.
	4. We are providing the Attachment 4 – Information and declaration workbook 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 Attachment 2b - Certificate of Technical and Professional Ability (COTPA) for RM6280 (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. You must complete and submit two (2) Attachment 2bs for your contract examples that you have successfully delivered to two (2) different Customers in the last three (3) years prior to publication of the FTS contract notice for each of the lot(s) you are bidding for. Please be aware that for each of the two (2) Attachment 2b(s) submitted, it is essential that they meet the monetary values and parameters/scope of the requirement for the lot(s) you are bidding for.
	7. You must attach your Certificates of Technical and Professional Ability (COTPAs) as a zip file to the relevant selection question in the eSourcing Suite (qualification envelope)
	8. 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 will be excluded from the competition. We will tell you why your bid has been excluded.
2. Selection process
	1. After the bid submission deadline, we will check all bids to make sure we have received everything we have asked for.
	2. We may ask you to clarify information you provide, if that is necessary. Don’t forget to check for messages in the eSourcing suite throughout the competition. 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 theaccompanyingevaluation guidance.
3. 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 of section 9 in Attachment 1 - About the framework, or not followed the instructions given in this ITT pack.
	2. If we exclude you from the competition we will tell you and explain why.
4. Selection questionnaire
	1. Please refer to Attachment 2a - Selection questionnaire. Remember you must complete the questionnaire online in the eSourcing suite (qualification envelope).
5. 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 1a (Specification) and associated Annex’s 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 for all Lots (1-8)
	1. The Award Stage consists of a quality evaluation (see paragraph 9 of this document) and a price evaluation (see paragraph 13 of this document).
	2. The award of this framework will be on the basis of the ‘Most Economically Advantageous Tender’ (MEAT).
	3. The weighting for the quality and price evaluation for each Lot is detail in the table below:

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Lot 1** | **Lot 2** | **Lot 3** | **Lot 4** | **Lot 5** | **Lot 6** | **Lot 7** | **Lot 8** |
| **Social Value weighting per Lot** | 10% | 10% | 10% | 10% | 10% | 10% | 10% | 10% |
| **Quality weighting per Lot** | 50% | 50% | 50% | 60% | 60% | 50% | 50% | 50% |
| **Price weighting per Lot** | 40% | 40% | 40% | 30% | 30% | 40% | 40% | 40% |

1. Award process for all Lots (1-8)
	1. What YOU need to do
* answer the quality questions for each of the Lot(s) for which you are submitting a bid for in section A through to section J of the quality questionnaire in the eSourcing suite in the technical envelope.
* Complete the Attachment 3 - Price matrixes for each of the Lot(s) for which you are submitting a bid.
* Upload your completed price matrix into the eSourcing suite in the commercial envelope to questions PQ1 – PQ8.
	1. What **WE** will do at the award stage

|  |  |
| --- | --- |
| 1. | **Compliance Check**First, we will do a check to make sure that you completed your bid response in accordance with our instructions.  |
| 2. | **Quality Evaluation**We will give your responses to our evaluation panel. Each evaluator will independently assess your responses to the quality questions using the response guidance and the evaluation criteria. Each evaluator will give a mark and a reason for their mark for each question they are assessing. Each evaluator will enter their marks and reasons into the eSourcing suite. |
| 3. | **Consensus** Once the evaluators have independently assessed your answers to the questions we will arrange for the evaluators to meet and we will facilitate the discussion. At this consensus meeting, the evaluators will discuss the quality of your answers and discuss their marks and reasons for that mark. The discussion will continue until they reach a consensus regarding the mark, and a reason for that mark, for each question. These final marks will be used to calculate your quality score for each Lot you have bid for.  |
| 4. | **Quality Threshold**If you have received a zero for any of the quality questions or you have not met the minimum quality threshold for each question as set out in table in paragraph 12.2 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 paragraphs 10 and 11 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 Part 13 – Price Evaluation. |
| 6. | **Final Score**Your quality score will be added to your price score, to create your final score as illustrated in Part 15 - Final decision to award. |
| 7. | **Award** Awards will be made to the successful bidders following the standstill period, subject to contract. |

1. Quality Evaluation
	1. Question 2.1 in Section A 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.
	2. Each question must be answered in its own right. You must not answer any of the questions by cross referencing other questions or other materials for example reports or information located on your website.
	3. Each of the questions, in sections B through to J of the quality questionnaire will be independently assessed by our evaluation panel.
	4. When the consensus meeting has taken place and the final mark for each question has been agreed by the evaluators, your final mark for each question will be multiplied by that questions weighting to calculate your weighted mark for that question.
	5. Each weighted mark for each question for each Lot you have submitted a bid for will then be added together to calculate quality score.
	6. Please see tables A through to H below for an example of how your quality score will be calculated.
2. Example of Quality Scorings for Lots 1 ,2 ,3, 6, 7 and 8
	1. Lots 1, 2, 3, 6, 7 and 8 have a quality weighting of 60% per Lot. Please see the illustrative example for Lot 1, 2, 3, 6, 7 and 8below.

Table A – Lot 1 Franking Machines, Mailroom Equipment and Associated Consumables

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Question**  | **Question Weighting**  | **Maximum mark available**  | **Your final mark** | **Your weighted mark** |
| 2.2 | Social Value (All Lots) | 10% | 100 | 100 | 10.00 |
| 2.3 | Enabling Innovation and Value for Money (Lot 1 Only) | 20% | 100 | 100 | 20.00 |
|  2.11 | Maintenance Services (Lot 1 Only) | 30% | 100 | 100 | 30.00 |
| **Quality score**  | **60.00** |

Table B – Lot 2 Collection and Delivery of Letters, Large Letters and Parcels within UK

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Question**  | **Question Weighting**  | **Maximum mark available**  | **Your final mark** | **Your weighted mark** |
| 2.2 | Social Value (All Lots) | 10% | 100 | 100 | 10.00 |
| 2.4 | Enabling Innovation and Value for Money (Lot 2 Only) | 20% | 100 | 100 | 20.00 |
| 2.12 | Implementation of Buyers (Lot 2 Only) | 30% | 100 | 100 | 30.00 |
| **Quality score**  | **60.00** |

Table C – Lot 3 Collection and Delivery of Letters, Large Letters and Parcels to International Destinations

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Question**  | **Question Weighting**  | **Maximum mark available**  | **Your final mark** | **Your weighted mark** |
| 2.2 | Social Value (All Lots) | 10% | 100 | 100 | 10.00 |
| 2.5 | Enabling Innovation and Value for Money (Lot 3 Only) | 20% | 100 | 100 | 20.00 |
| 2.13 | Mail Integrity (Lot 3 Only) | 30% | 100 | 100 | 30.00 |
| **Quality score**  | **60.00** |

Table D – Lot 6 Hybrid Mail, Digital and Transformational

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Question**  | **Question Weighting**  | **Maximum mark available**  | **Your final mark** | **Your weighted mark** |
| 2.2 | Social Value (All Lots) | 10% | 100 | 100 | 10.00 |
| 2.6 | Enabling Innovation and Value for Money (Lot 6 Only) | 20% | 100 | 100 | 20.00 |
| 2.16 | Implementation of Buyers (Lot 6 Only) | 30% | 100 | 100 | 30.00 |
| **Quality score**  | **60.00** |

Table E – Lot 7 Inbound Delivery, Mail Opening and Digital Scanning Services

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Question**  | **Question Weighting**  | **Maximum mark available**  | **Your final mark** | **Your weighted mark** |
| 2.2 | Social Value (All Lots) | 10% | 100 | 100 | 10.00 |
| 2.7 | Enabling Innovation and Value for Money (Lot 7 Only) | 20% | 100 | 100 | 20.00 |
| 2.17 | Security Management of Services (Lot 7 Only) | 30% | 100 | 100 | 30.00 |
| **Quality score**  | **60.00** |

Table F – Lot 8 Security Screening Services

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Question**  | **Question Weighting**  | **Maximum mark available**  | **Your final mark** | **Your weighted mark** |
| 2.2 | Social Value (All Lots) | 10% | 100 | 100 | 10.00 |
| 2.8 | Enabling Innovation and Value for Money (Lot 8 Only) | 20% | 100 | 100 | 20.00 |
| 2.18 | Compliance and Security (Lot 8 Only) | 30% | 100 | 100 | 30.00 |
| **Quality score**  | **60.00** |

1. Example of Quality Scorings for Lots 4 and 5
	1. Lots 4 & 5 have a quality weighting of 70% per Lot. Please see the illustrative example for Lot 4 and 5below.

Table G – Lot 4 Audits, Efficiency Reviews and Niche Consultancy

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Question**  | **Question Weighting**  | **Maximum mark available**  | **Your final mark** | **Your weighted mark** |
| 2.2 | Social Value (All Lots) | 10% | 100 | 100 | 10.00 |
| 2.6 | Enabling Innovation and Value for Money (Lot 4 Only) | 20% | 100 | 100 | 20.00 |
| 2.14 | Performance and Delivery (Lot 4 Only) | 40% | 100 | 100 | 40.00 |
| **Quality score**  | **70.00** |

Table H – Lot 5 Business Process Outsourcing, Mailroom, Document and Data Managed Service

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Question**  | **Question Weighting**  | **Maximum mark available**  | **Your final mark** | **Your weighted mark** |
| 2.2 | Social Value (All Lots) | 10% | 100 | 100 | 10.00 |
| 2.7 | Enabling Innovation and Value for Money (Lot 5 Only) | 20% | 100 | 100 | 20.00 |
| 2.15 | On-Site and Off-Site Mailroom Management Service (Lot 5 Only) | 40% | 100 | 100 | 40.00 |
| **Quality score**  | **70.00** |

1. Award quality questionnaire
	1. The quality questionnaire is split into three sections:
* Section A – Mandatory questions
* Section B – Generic question
* Section C – Lot 1 specific questions
* Section D – Lot 2 specific questions
* Section E – Lot 3 specific questions
* Section F – Lot 4 specific questions
* Section G – Lot 5 specific questions
* Section H – Lot 6 specific questions
* Section I – Lot 7 specific questions
* Section J – Lot 8 specific questions
	1. A summary of all the questions in the quality questionnaire, along with the marking scheme, minimum quality threshold and weightings for each question is set out below:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Lot** | **Question Title** | **Weighting** | **Marking Scheme** | **Minimum Quality Threshold** |
| **SECTION A – Generic Questions** |
| **2.1 All Lots 1 to 8** | Mandatory Service Requirements | n/a | Pass / Fail | Pass  |
| **SECTION B – All Lots - Generic Question** |
| **2.2 All Lots 1 to 8** | **Social Value** | 10% | 100/66/33/0 | 33 |
| **SECTION C – Specific QuestionsLot 1 Franking Machines, Mailroom Equipment and Associated Consumables**  |
| **1** | **2.3** | Enabling Innovation and Value for Money | 20% | 100/66/33/0 | 33 |
| **2.4** | Maintenance Services  | 30% | 100/75/50/25/0 | 25 |
| **SECTION D – Lot Specific QuestionsLot 2 Collection and Delivery of Letters, Large Letters and Parcels within UK** |
| **2** | **2.5** | Enabling Innovation and Value for Money | 20% | 100/66/33/0 | 33 |
| **2.6** | Implementation of Buyers  | 30% | 100/75/50/25/0 | 25 |
| **SECTION E –Lot Specific Questions Lot 3 Collection and Delivery of Letters, Large Letters and Parcels to International Destinations** |
| **3** | **2.7** | Enabling Innovation and Value for Money | 20% | 100/66/33/0 | 33 |
| **2.8** | Mail Integrity | 30% | 100/75/50/25/0  | 25 |
| **SECTION F – Lot Specific QuestionsLot 4 Audits, Efficiency Reviews and Niche Consultancy** |
| **4** | **2.9** | Enabling Innovation and Value for Money | 20% | 100/66/33/0 | 33 |
| **2.10** | Performance and Delivery  | 40% | 100/75/50/25/0  | 25 |
| **SECTION G – Lot Specific QuestionsLot 5 Business Process Outsourcing, Mailroom, Document and Data Managed Service** |
| **5** | **2.11** | Enabling Innovation and Value for Money | 20% | 100/66/33/0 | 33 |
| **2.12** | On-Site and Off-Site Mailroom Management Service  | 40% | 100/75/50/25/0 | 25 |
| **SECTION H – Lot Specific QuestionsLot 6 Hybrid Mail, Digital and Transformational** |
| **6** | **2.13** | Enabling Innovation and Value for Money | 20% | 100/66/33/0 | 33 |
| **2.14** | Implementation of Buyers  | 30% | 100/75/50/25/0  | 25 |
| **SECTION I – Lot Specific Questions Lot 7 Inbound Delivery, Mail Opening and Digital Scanning Services** |
| **7** | **2.15** | Enabling Innovation and Value for Money | 20% | 100/66/33/0 | 33 |
| **2.16** | Security Management of the Services | 30% | 100/75/50/25/0 | 25 |
| **SECTION J – Lot Specific QuestionsLot 8 Security Screening Services** |
| **8** | **2.17** | Enabling Innovation and Value for Money | 20% | 100/66/33/0 | 33 |
| **2.18** | Compliance and Security | 30% | 100/75/50/25/0 | 25 |

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| **Section A – Mandatory service requirements** |
| **2.1 Compliance with Mandatory Service Requirements Attachment 10 Framework Schedule 1a (Specification) – Annex 1 to 8.** |
| If you are awarded a Framework Contract, will you unreservedly deliver in full, all the mandatory service requirements as set out in each of the Attachment 1a - Framework Schedule 1 (Specification) - Annexes 1 to 8 for each relevant Lot you are bidding for.Please answer ‘Yes’ or ‘No’ **Yes -** You will unreservedly deliver in full all the mandatory service requirements for each relevant Lot you are bidding or as set out in Annexes 1 to 8 of Attachment 10 Framework Schedule 1a (Specification) – Annex 1 to 8.**No -** You will not, or cannot, deliver in full all the mandatory service requirements for each relevant Lot you are bidding for as set out in Attachment 10 - Framework Schedule 1a (Specification) - Annexes 1 to 8. |
| **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, NO from the drop down list.Providing a **‘Yes’** response means you will unreservedly deliver in full all the mandatory service requirements for each relevant Lots you are bidding for as set out in Attachment 1a - Framework Schedule 1 (Specification) Annexes 1 to 8.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 for each of the relevant Lots you are bidding for as set out in Attachment 1a - Framework Schedule 1 (Specification) Annexes 1 to 8 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 for each of the relevant Lots you are bidding for as set out in Attachment 1a - Framework Schedule 1 (Specification) Annexes 1 to 8 |
| **Fail**  | You have selected ‘No’ confirming that you will not, or cannot, deliver in full all the mandatory service requirements as set out in in Attachment 1a - Framework Schedule 1 (Specification) Annexes 1 to 8. |

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| **Section B – Generic questions****Mandatory Social Value – ALL LOTS** |
| **2.2 Requirement:** The bidder is required to demonstrate the commitment their organisation will make to ensure that opportunities under the contract deliver the Policy Outcomes and Award Criteria (MACs) as set out in Attachment 1a - Framework Schedule 1 (Specification).  |
| **2.2 Response guidance** All bidders must answer this question once, Please refer to Attachment 1a - Framework Schedule 1 (Specification).In order to satisfy the requirement, and the question associated with the requirement, you must demonstrate: * 1. the processes that you will have in place to identify opportunities to support delivery against the Model Award Criteria
1. How you will influence staff, suppliers, customers and communities through the delivery of the contract to support the Policy Outcomes as outlined in Attachment 1a - Framework Schedule 1 (Specification).
2. how you will monitor, measure and report on your commitments/the impact of your proposals throughout the duration of the Framework agreement and any subsequent Call Offs

. You should include but not be limited to: * use of metrics
* tools/processes used to gather data
* reporting
* feedback and improvement

Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information. Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.Maximum character count – 6,000 characters including spaces and punctuation. You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in applicable text boxes provided, each box has a character count of 2,000 characters |
| **Marking scheme 100/66/33/0** |
| **Marking scheme** | **Evaluation criteria**  |
| **100** | The bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The bidder’s response fully addresses 1 of the 3 component parts (a to c) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.ORA response has not been provided to this question. |

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| **Section C – Lot 1 ONLY** **QUESTION 2.3 – LOT 1 - Enabling Innovation and Value for Money** |
| **2.3 Requirement:** CCS requires all bidders for Lot 1 to provide a service which will enable innovation, in order to reduce cost and waste, and support the Delivery of value for money over the lifetime of each Call-Off Contract for Buyers of Lot 1 ‘Franking Machines, Mailroom Equipment and Associated Consumables’. The bidder is required to demonstrate how you will work with Buyers in Lot 1 in order to enable innovation to identify opportunities to reduce cost and waste; support them in identifying more efficiencies; and how you will leverage volumes to optimise commercial benefits for the Buyer. Please refer to section 4 of Annex 1 Lot 1 - Framework Schedule 1a (Specification) RM6820. |
| **2.3 Response guidance** **All bidders must answer this question if bidding for lot 1.****You must insert your response into the text fields in the eSourcing suite.****Your response must be specific and focused on the requirements of Lot 1.**In order to satisfy the requirement, and the question associated with the requirement, your response must demonstrate: 1. How you will work with Buyers’ to identify opportunities for innovation that reduce cost and waste and how you will continually monitor the innovation identified to ensure this continues to add value to the service you provide to the Buyer throughout the duration of the Call off Contract, as set out in 4.9.3 of the Annex 1 Lot 1 - Framework Schedule 1a (Specification) RM6820
2. How you will work with Buyers’ to identify more efficient and effective ways of working, how you will implement best practice and apply your knowledge and expertise of the market throughout the duration of the Call off Contract as set out in paragraph 4.10.1 of the Annex 1 Lot 1 - Framework Schedule 1a (Specification) RM6820
3. How you will aim to leverage the benefit of volumes secured under a Buyer’s Call off Contract to ensure best value for money for the Buyer and how you will ensure they are continually adding value to the service you provide to the Buyer throughout the duration of the Call off Contract as set out in paragraph 4.10.2 of Annex 1 Lot 1 - Framework Schedule 1a (Specification) RM6820

Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information. Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.Maximum character count – 6,000 characters including spaces and punctuation. You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in applicable text boxes provided, each box has a character count of 2,000 characters |
| **Marking scheme 100/66/33/0** |
| **Marking scheme** | **Evaluation criteria**  |
| **100** | The bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The bidder’s response fully addresses 1 of the 3 component parts (a to c) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.ORA response has not been provided to this question. |

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| --- |
| **Section C – Lot 1 ONLY** **QUESTION 2.4 - Maintenance Services**  |
| **2.4 Requirement:** CCS requires all bidders to provide a comprehensive, effective maintenance service and help desk support that is capable of fulfilling Buyers’ requirements for the Lot 1 ‘Franking Machines, Mailroom Equipment and Associated Consumables for the wide range of public sector organisations.The bidder is required to demonstrate how they will provide a maintenance service and help desk, replacement of equipment and their process for escalation in order to meet the targets set within the Specification throughout the duration of the Framework. Please refer to section 2 of Annex 1 Lot 1 - Framework Schedule 1a (Specification) RM6820 |
| **2.4 Response guidance** **All bidders must answer this question if bidding for lot 1.****You must insert your response into the text fields in the eSourcing suite.****Your response must be specific and focused on the requirements of Lot 1.**In order to satisfy the requirement, and the question associated with the requirement, you must demonstrate: 1. How you will ensure you provide a post Order help desk support and maintenance service which is effective in supporting a wide range of Buyers with various complexities and scale of requirements, in order to reduce the risk of downtime of Lot 1 Equipment and ensure full and continuous operations for the Buyer, as set out in paragraphs 2.10.4, 2.11.3 and 2.11.4 of Annex 1 Lot 1 - Framework Schedule 1a (Specification) RM6820.
2. How you will ensure that your staff who will be providing the post Order maintenance service and help desk support are fully trained to the manufacturer’s specification for the full range of Lot 1 Equipment and software in order to facilitate an effective Service for Buyers’ and effective usage of the Equipment and software, as set out in paragraphs 2.10.3 and 2.11.7 of Annex 1 Lot 1 - Framework Schedule 1a (Specification) RM6820.
3. The process you will have in place when replacing Lot 1 Equipment which is no longer fit for purpose, how you will meet the specified timescales and how you will ensure this will positively impact on your achievement of the target of a minimum 97% Up Time rate across the wide range of Buyers, as set out in paragraph 2.14.5 of Annex 1 Lot 1 - Framework Schedule 1a (Specification) RM6820.
4. The process you will have in place to manage a detailed escalation and reporting procedure, how you will ensure that you have all the corrective steps in place and that they are activated promptly, and how this will enable you to achieve the target of meeting the 95% First Time Fixed Rate, as set out in paragraph 2.15.2 of Annex 1 Lot 1 - Framework Schedule 1a (Specification) RM6820

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.ORA response has not been provided to this question. |

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| **Section D – Lot 2 ONLY** **QUESTION 2.5 – LOT 2 - Enabling Innovation and Value for Money** |
| **2.5 Requirement:** CCS requires all bidders for Lot 2 to provide a service which will enable innovation, in order to reduce cost and waste, and support the delivery of value for money over the lifetime of each Call-Off Contract for Buyers of Lot 2 ‘Collection and Delivery Service for Letters, Large Letters, and Parcels, which are collected from Buyer Site(s) for onward delivery within the UK including England, Northern Ireland, Scotland and Wales’. The bidder is required to demonstrate how you will work with Buyers in Lot 2 in order to enable innovation to identify opportunities to reduce cost and waste; support them in identifying more efficiencies; and how you will leverage volumes to optimise commercial benefits for the Buyer.As set out in section 4 of Annex 2 Lot 2 - Framework Schedule 1a (Specification) RM6820 |
| **2.5 Response guidance** **All bidders must answer this question if bidding for lot 2.****You must insert your response into the text fields in the eSourcing suite.****Your response must be specific and focused on the requirements of Lot 2.**In order to satisfy the requirement, and the question associated with the requirement, you**r** response must demonstrate: 1. How you will work with Buyers’ to identify opportunities for innovation that reduce cost and waste and how you will continually monitor the innovation identified to ensure this continues to add value to the service you provide to the Buyer throughout the duration of the Call off Contract as set out in 4.9.3 of the Annex 2 Lot 2 - Framework Schedule 1a (Specification) RM6820.
2. How you will work with Buyers’ to identify more efficient and effective ways of working and how you will implement best practise and apply your knowledge and expertise of the market throughout the duration of the Call off Contract as set out in paragraph 4.10.1 of the Annex 2 Lot 2 - Framework Schedule 1a (Specification) RM6820.
3. How you will leverage the benefit of volumes secured under a Buyer’s Call-Off Contract to ensure best value for money for the Buyer and how you willensure they are continually adding value to the service you provide to the Buyer throughout the duration of the Call off Contract as set out in paragraph 4.10.2 of Annex 2 Lot 2 - Framework Schedule 1a (Specification) RM6820.

Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.Maximum character count – 6,000 characters including spaces and punctuation. You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in applicable text boxes provided, each box has a character count of 2,000 characters. |
| **Marking scheme 100/66/33/0** |
| **Marking scheme** | **Evaluation criteria**  |
| **100** | The bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The bidder’s response fully addresses 1 of the 3 component parts (a to c) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.ORA response has not been provided to this question. |
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| **Section D – Lot 2 ONLY** **QUESTION 2.6 – Lot 2 - Implementation of** **Buyers**  |
| **2.6 Requirement:** CCS requires bidders to provide an effective Postal Services implementation process in Lot 2 for the wide range of public sector organisations.The bidder is required to demonstrate their implementation process, for a wide range of public sector organisations, which may vary in both size of organisation, maturity and complexity of their requirements, some of which may be entering a clustering arrangement.As set out in section 2 and 4 of Annex 2 Lot 2 - Framework Schedule 1a (Specification) RM6820 |
| **2.6 Response guidance** **All bidders must answer this question if bidding for lot 2.****You must insert your response into the text fields in the eSourcing suite.****Your response must be specific and focused on the requirements of Lot 2.**In order to satisfy the requirement, and the question associated with the requirement, you must demonstrate: 1. How you will ensure you fully understand the maturity level of a wide range of Buyers in Lot 2, also how you establish the complexity of their requirements and how you will build this into an implementation process which is flexible and scalable for a diverse range of Buyers with varying scopes of requirements and spends, as set out in paragraph 2.13.2 and 2.13.3 of Annex 2 Lot 2 - Framework Schedule 1a (Specification) RM6820
2. How you will agree and ensure an effective communication plan is put it in place in a way which will provide the appropriate level of support and guidance to the Buyer as required throughout the whole implementation process, as set out in paragraph 2.13.9 of Annex 2 Lot 2 - Framework Schedule 1a (Specification) RM6820.
3. How you will ensure you have in place the appropriate level of skilled,experiencedand where legally or contractually required, qualified resource in place to accommodate Buyers with differing complexities, scale and maturity levels during the implementation period and throughout the Call off Contract Period as set out in paragraph 2.13.11 of Annex 2 Lot 2 - Framework Schedule 1a (Specification) RM6820
4. How you will manage the implementation process where a group of Buyers have collaborated to enter intoa single Call-Off Contract and such Buyers have different complexities, go live dates and maturity levels as set out in paragraph 4.10.4 of Annex 2 Lot 2 - Framework Schedule 1a (Specification) RM6820

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.ORA response has not been provided to this question. |
|  |
| **Section E – Lot 3 ONLY** **QUESTION 2.7 – LOT 3 - Enabling Innovation and Value for Money** |
| **2.7 Requirement:** CCS requires all bidders for Lot 3 to provide a service which will enable innovation, in order to reduce cost and waste, and support the Delivery of value for money over the lifetime of each Call-Off Contract for Buyers of Lot 3 ‘Collection and Delivery Service, for letters, large letters and parcels which are collected from Buyer Site(s) for onward delivery to international destinations.The bidder is required to demonstrate how you will work with Buyers in Lot 3 in order to enable innovation to identify opportunities to reduce cost and waste; support them in identifying more efficiencies; and how you will leverage volumes to optimise commercial benefits for the Buyer. As set out in section 4 of Annex 3 Lot 3 - Framework Schedule 1a (Specification) |
| **2.7 Response guidance** **All bidders must answer this question if bidding for lot 3.****You must insert your response into the text fields in the eSourcing suite.****Your response must be specific and focused on the requirements of Lot 3.**In order to satisfy the requirement, and the question associated with the requirement, your response must demonstrate: 1. How you will work with Buyers’ to identify opportunities for innovation that reduce cost and waste and how you will continually monitor the innovation identified to ensure this continues to add value to the service you provide to the Buyer throughout the duration of the Call off Contract as set out in 4.9.3 of the Annex 3 Lot 3 - Framework Schedule 1a (Specification)
2. How you will work with Buyers’ to identify more efficient and effective ways of working, how you will implement best practise and apply your knowledge and expertise of the market throughout the duration of the Call off Contract as set out in paragraph 4.10.1 of the Annex 3 Lot 3 - Framework Schedule 1a (Specification)
3. How you will leverage the benefit of volumes secured under a Buyer’s Call-Off Contract to ensure best value for money for the Buyer, and how you will ensure these are continually adding value to the service you provide to the Buyer throughout the duration of the Call off Contract as set out in paragraph 4.10.2 of Annex 3 Lot 3 - Framework Schedule 1a (Specification)

Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information. Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.Maximum character count – 6,000 characters including spaces and punctuation. You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in applicable text boxes provided, each box has a character count of 2,000 characters |
| **Marking scheme 100/66/33/0** |
| **Marking scheme** | **Evaluation criteria**  |
| **100** | The bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The bidder’s response fully addresses 1 of the 3 component parts (a to c) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.ORA response has not been provided to this question. |
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| **Section E – Lot 3 ONLY** **QUESTION 2.8 – Mail Integrity** |
| **2.8 Requirement:** CCS requires all bidders to provide an efficient and effective Collection and Delivery Service to a range of international destinations for Lot 3, whilst ensuring the integrity of mail items is maintained for the wide range of public sector organisations.The bidder is required to demonstrate how they will ensure the integrity of all mail items through effective management of your supply chain. Responses must include how they will communicate with and keep the Buyer updated on the details ofany event, risk or issue which may impact the ability to fulfil the delivery of mail items to international destinations as set out in section 2 of Annex 3 Lot 3 - Framework Schedule 1a (Specification) |
| **2.8 Response guidance** **All bidders must answer this question if bidding for lot 3.****You must insert your response into the text fields in the eSourcing suite.****Your response must be specific and focused on the requirements of Lot 3.**In order to satisfy the requirement, and the question associated with the requirement, you must demonstrate: 1. How you will ensure the integrity of all mail items is maintained throughout your international supply chain from collection through to delivery to international destinations as set out in paragraphs 2.10.1 to 2.10.3 of Annex 3 Lot 3 - Framework Schedule 1a (Specification)
2. The process you will have in place and how you will manage the handover of mail items and manage the relationships with the relevant Overseas Postal Authorities to support on time delivery and integrity of international mail items as set out in paragraph 2.10.2 of Annex 3 Lot 3 - Framework Schedule 1a (Specification).
3. How you will communicate with Buyers’ in a timely manner to inform them of any event, risk or issue which may have an impact on the delivery of mail items to international destinations as set out in paragraph 2.1.5 of Annex 3 Lot 3 - Framework Schedule 1a (Specification).
4. The process for how you will work with Buyers’ to provide alternative provisions and solutions for the end to end mail services when dealing with mail items which have not been successfully delivered or cannot be processed following collection. As set out in paragraphs 2.8 of Annex 3 Lot 3 - Framework Schedule 1a (Specification).

Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information. Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.Maximum character count – 8,000 characters including spaces and punctuation. You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in 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.ORA response has not been provided to this question. |
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| **Section F – Lot 4 ONLY** **QUESTION 2.9 – Enabling Innovation and Value for Money**  |
| **2.9 Requirement:** CCS requires all bidders of Lot 4 to provide a service which will enable innovation, in order to reduce cost and waste, and support the Delivery of value for money over the lifetime of each Call-Off Contract for Buyers of Lot 4 ‘Independent Mailroom and Production Audits, Efficiency Reviews and Niche Consultancy Services specific to mailroom operations and associated document and data management. .The bidder is required to demonstrate how you will work with Buyers in Lot 4 in order to enable innovation to identify opportunities to reduce cost and waste; support them in identifying more efficiencies; and how you will leverage volumes to optimise commercial benefits for the Buyer. As set out in section 4 of Annex 4 Lot 4 - Framework Schedule 1a (Specification) RM6820  |
| **2.9 Response guidance** **All bidders must answer this question if bidding for lot 4.****You must insert your response into the text fields in the eSourcing suite.****Your response must be specific and focused on the requirements of Lot 4.**In order to satisfy the requirement, and the question associated with the requirement, your response must demonstrate: 1. How you will work with Buyers’ to identify opportunities for innovation that reduce cost and waste and how you will continually monitor the innovation identified to ensure this continues to add value to the service you provide to the Buyer throughout the duration of the Call off Contract as set out in 4.9.3 of the Annex 4 Lot 4 - Framework Schedule 1a (Specification) RM6820
2. How you will work with Buyers’ to identify more efficient and effective ways of working, andhow you will implement best practise and apply your knowledge and expertise of the market throughout the duration of the Call off Contract as set out in paragraph 4.10.1 of the Annex 4 Lot 4 - Framework Schedule 1a (Specification) RM6820
3. How you will leverage the benefit of volumes secured under a Buyer’s Call-Off Contract to ensure best value for money for the Buyer and how you willensure they are continually adding value to the service you provide to the Buyer throughout the duration of the Call off Contract as set out in paragraph 4.10.2 of Annex 4 Lot 4 - Framework Schedule 1a (Specification) RM6820

Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information. Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.Maximum character count – 6,000 characters including spaces and punctuation. You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in applicable text boxes provided, each box has a character count of 2,000 characters |
| **Marking scheme 100/66/33/0** |
| **Marking scheme** | **Evaluation criteria**  |
| **100** | The bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The bidder’s response fully addresses 1 of the 3 component parts (a to c) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.ORA response has not been provided to this question. |
|  |
| **Section F – Lot 4 ONLY** **QUESTION 2.10 - Performance and Delivery**  |
| **2.10 Requirement:** CCS requires all bidders to provide cost effective, flexible, high quality and value for money solutions for Lot 4, which willsupport the development and implementation of improvement strategies to deliver benefits, savings and efficiencies specific to mailroom operations, and associated document and data management for the wide range of public sector organisations.Bidders are required to demonstrate how they will fully understand a range of Buyers requirements and objectives, and describe their approach to undertaking an effective investigation, analysis process and manage performance and work with third parties, as set out in section 1 and 2 of Annex 4 Lot 4 - Framework Schedule 1a (Specification) RM6820. |
| **2.10 Response guidance** **All bidders must answer this question if bidding for lot 4.****You must insert your response into the text fields in the eSourcing suite.****Your response must be specific and focused on the requirements of Lot 4.**In order to satisfy the requirement, and the question associated with the requirement, you must demonstrate: 1. The structured approach you will adopt when undertaking an in-depth investigation and analysis of the Buyer’s current operations, processes and services and how this will enable you to develop a complete and accurate end to end mail profile of the Buyer, as set out in paragraph 2.4.5 of Annex 4 Lot 4 - Framework Schedule 1a (Specification) RM6820
2. How you will communicate and present your findings using the data obtained during the investigation and analysis stage and formally propose recommendations to a range of Buyers’ with a differing range of complexities to ensure they clearly understand the benefits and ways in which they can adopt future improvement strategies, as set out in paragraph 2.4.8 of Annex 4 Lot 4 - Framework Schedule 1a (Specification) RM6820.
3. How you will monitor and manage performance of the niche consultancy services to ensure you fully and effectively deliver the requirements and objectives of the Buyer within the agreed timescales, as set out in paragraph 2.4.13 of Annex 4 Lot 4 - Framework Schedule 1a (Specification) RM6820.
4. How you will work with third parties or incumbent Suppliers where requested to do so by the Buyer during Call-Off Contracts, and how you will collaborate with such parties to maximise value for money and achieve optimum results for the Buyer as set out in paragraph 1.5 of Annex 4 Lot 4 - Framework Schedule 1a (Specification) RM6820.

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.ORA response has not been provided to this question. |
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| **Section G – Lot 5 ONLY** **QUESTION 2.11 - Enabling Innovation and Value for Money**  |
| **2.11 Requirement:** CCS requires all bidders of Lot 5 to provide a service which will enable innovation, in order to reduce cost and waste, and support the Delivery of value for money over the lifetime of each Call-Off Contract for Buyers of Lot 5 ‘Fully Outsourced Managed Service’, including on/ off site mailroom management, digital mailroom management and document and data management services.The bidder is required to demonstrate how you will work with Buyers in Lot 5 in order to enable innovation to identify opportunities to reduce cost and waste; support them in identifying more efficiencies; and how you will leverage volumes to optimise commercial benefits for the Buyer.As set out in section 4 of Annex 5 Lot 5 - Framework Schedule 1a (Specification) RM6820 |
| **2.11 Response guidance** **All bidders must answer this question if bidding for lot 5.****You must insert your response into the text fields in the eSourcing suite.****Your response must be specific and focused on the requirements of Lot 5.**In order to satisfy the requirement, and the question associated with the requirement, your response must demonstrate: 1. How you will work with Buyers’ to identify opportunities for innovation that reduce cost and waste and how you will continually monitor the innovation identified to ensure this continues to add value to the service you provide to the Buyer throughout the duration of the Call off Contract, as set out in paragraph 4.9.3 of the Annex 5 Lot 5 - Framework Schedule 1a (Specification) RM6820
2. How you will work with Buyers’ to identify more efficient and effective ways of working, how you will implement best practise and apply your knowledge and expertise of the market throughout the duration of the Call off Contract, as set out in paragraph 4.10.1 of the Annex 5 Lot 5 - Framework Schedule 1a (Specification) RM6820
3. How you will leverage the benefit of volumes secured under a Buyer’s Call-Off Contract to ensure best value for money for the Buyer and how you will ensure you are continually adding value to the service you provide to the Buyer throughout the duration of the Call off Contract, as set out in paragraph 4.10.2 of Annex 5 Lot 5 - Framework Schedule 1a (Specification) RM6820

Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information. Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.Maximum character count – 6,000 characters including spaces and punctuation. You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in applicable text boxes provided, each box has a character count of 2,000 characters.. |
| **Marking scheme 100/66/33/0** |
| **Marking scheme** | **Evaluation criteria**  |
| **100** | The bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The bidder’s response fully addresses 1 of the 3 component parts (a to c) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.ORA response has not been provided to this question. |
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| **Section G – Lot 5 ONLY** **QUESTION 2.12 - On-Site and Off-Site Mailroom Management Service**  |
| **2.12 Requirement:** CCS requires you to provide support to Buyers throughout their transformation journey on Lot 5 when providing both fully managed ‘on-site’ and ‘off-site’Mailroom Management services for the wide range of public sector organisations.The bidder is required to demonstrate the steps they will take to understand the current status, how you will work with the Buyer proactively to achieve their digital strategy, throughout the implementation stage and ensure thatthey comply with the security policies at all timesas set out in section 2 of Annex 5 Lot 5 - Framework Schedule 1a (Specification) RM6820 |
| **2.12 Response guidance** **All bidders must answer this question if bidding for lot 5.****You must insert your response into the text fields in the eSourcing suite.****Your response must be specific and focused on the requirements of Lot 5.**In order to satisfy the requirement, and the question associated with the requirement, you must demonstrate: 1. The steps you will take to understand the Buyer’s current status and how you will deliver improvements in working practices to meet their future requirements and support Buyers’ in their transformation journey as set out in paragraph 2.4.2 of Annex 5 Lot 5 - Framework Schedule 1a (Specification) RM6820
2. How you will work with the Buyer to evaluate and proactively make recommendations that supports the Buyer’s transformation to a Digital by Default operation as set out in paragraph 2.4.8 of Annex 5 Lot 5 - Framework Schedule 1a (Specification) RM6820

c) How you will work with the Buyer during the implementation period and how you will ensure that the Supplier Staff which you allocate will have the appropriate experience and skills to meet the Buyer’s requirements and timescales throughout the call off Contract Period as set out in paragraph 2.7.6 of Annex 5 Lot 5 - Framework Schedule 1a (Specification) RM6820d) The process you will have in place to ensure Supplier Staff providing the off-site service fully comply with your Asset and Personnel Security Policy and how you will manage suspected and actual breaches of security as set out in paragraph 2.9 of Annex 5 Lot 5 - Framework Schedule 1a (Specification) RM6820Your 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.ORA response has not been provided to this question. |
|  |
| **Section H – Lot 6 ONLY** **QUESTION 2.13 - Enabling Innovation and Value for Money**  |
| **2.13 Requirement:** CCS requires all bidders for Lot 6 to provide a service which will enable innovation, in order to reduce cost and waste, and support the Delivery of value for money over the lifetime of each Call-Off Contract for Buyers of Lot 6 ‘Hybrid Mail, Digital and Transformational Communication Services and Solutions’ that can be delivered at either the Buyer Premises (on-site) or at the Supplier’s Premises (off-site) or a blend of both.The bidder is required to demonstrate how you will work with Buyers in Lot 6 in order to enable innovation to identify opportunities to reduce cost and waste; support them in identifying more efficiencies; and how you will leverage volumes to optimise commercial benefits for the Buyer. As set out in section 4 of Annex 6 Lot 6 - Framework Schedule 1a (Specification) RM6820 |
| **2.13 Response guidance** **All bidders must answer this question if bidding for lot 6.****You must insert your response into the text fields in the eSourcing suite.****Your response must be specific and focused on the requirements of Lot 6.**In order to satisfy the requirement, and the question associated with the requirement, your response must demonstrate: 1. How you will work with Buyers’ to identify opportunities for innovation that reduce cost and waste and how you will continually monitor the innovation identified to ensure this continues to add value to the service you provide to the Buyer throughout the duration of the Call off Contract, as set out in paragraph 4.9.3 of the Annex 6 Lot 6 - Framework Schedule 1a (Specification) RM6820.
2. How you will work with Buyers’ to identify more efficient and effective ways of working, how you will implement best practise and apply your knowledge and expertise of the market throughout the duration of the Call off Contract, as set out in paragraph 4.10.1 of the Annex 6 Lot 6 - Framework Schedule 1a (Specification) RM6820.
3. How you will leverage the benefit of volumes secured under a Buyer’s Call-Off Contract to ensure best value for money for the Buyer and how you will ensure these are continually adding value to the service you provide to the Buyer throughout the duration of the Call off Contract, as set out in paragraph 4.10.2 of Annex 6 Lot 6 - Framework Schedule 1a (Specification) RM6820.

Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information. Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.Maximum character count – 6,000 characters including spaces and punctuation. You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in applicable text boxes provided, each box has a character count of 2,000 characters. |
| **Marking scheme 100/66/33/0** |
| **Marking scheme** | **Evaluation criteria**  |
| **100** | The bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The bidder’s response fully addresses 1 of the 3 component parts (a to c) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.ORA response has not been provided to this question. |
|  |
| **Section H – Lot 6 ONLY** **QUESTION 2.14 - Implementation of Buyers**  |
| **2.14 Requirement:** CCS requires all bidders to provide an effective implementation process for the wide range of public sector organisations accessing the Lot 6 Hybrid Mail, Digital and Transformational Framework Contract.The bidder is required to demonstrate how they will understand the complexity and maturity of a wide range of public sector Buyers, how they will agree an effective communication plan with the Buyer and how this will support the Buyer, and how they will have the appropriate resources to support Buyers’ through the implementation process periods as set out in section 2 of Annex 6 Lot 6 - Framework Schedule 1a (Specification) RM6820 |
| **2.14 Response guidance** **All bidders must answer this question if bidding for lot 6.****You must insert your response into the text fields in the eSourcing suite.****Your response must be specific and focused on the requirements of Lot 6.**In order to satisfy the requirement, and the question associated with the requirement, you must demonstrate:1. How you will ensure you fully understand the maturity level of a diverse range of Buyers’ and their specific requirement which need to be considered within Lot 6, set out what steps you will take to establish their specific requirement and how you will consider maturity and complexity levels when building your implementation plans for Buyers with differing needs and requirement sizes as set out in paragraph 2.11.2 and 2.11.3 of Annex 6 Lot 6 - Framework Schedule 1a (Specification) RM6820
2. How you will develop and work with the Buyer to gain agreement and how you will ensure an effective communication plan is put in place with Buyers’ in order to provide the appropriate level of support and guidance required throughout the implementation process as set out in paragraph 2.11.10 of Annex 6 Lot 6 - Framework Schedule 1a (Specification) RM6820
3. How you will ensure you have the appropriate level of skilled,experiencedand where legally or contractually required, qualified resource in place to accommodate Buyers with differing complexities and maturity levels during the implementation period and throughout the Call-Off Contract Period as set out in paragraph 2.11.11 of Annex 6 Lot 6 - Framework Schedule 1a (Specification) RM6820
4. How you will work with third parties or incumbent Suppliers where requested to do so by the Buyer at Call-Off Contract, and how you will collaborate with such parties to ensure a systematic, planned and robust transfer of the service/solution and how you would assure any data transfer, as set out in paragraph 2.11.13 of Annex 6 Lot 6 - Framework Schedule 1a (Specification) RM6820

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.ORA response has not been provided to this question. |
|  |
| **Section I – Lot 7 ONLY** **QUESTION 2.15 - Enabling Innovation and Value for Money**  |
| **2.15 Requirement:** CCS requires all bidders for Lot 7 to provide a service which will enable innovation, in order to reduce cost and waste, and support the Delivery of value for money over the lifetime of each Call-Off Contract for Buyers of Lot 7 ‘Inbound Delivery Services for mail items, packets and parcels being returned to Buyer Premises and/or nominated third party premises from the Buyer’s end users/customers. The bidder is required to demonstrate how you will work with Buyers in Lot 7 in order to enable innovation to identify opportunities to reduce cost and waste; support them in identifying more efficiencies; and how you will leverage volumes to optimise commercial benefits for the Buyer. As set out in section 4 of Annex 7 Lot 7 of Framework Schedule 1a (Specification) RM6820. |
| **2.15 Response guidance** **All bidders must answer this question if bidding for lot 7.****You must insert your response into the text fields in the eSourcing suite.****Your response must be specific and focused on the requirements of Lot 7.**In order to satisfy the requirement, and the question associated with the requirement, you**r** response must demonstrate: 1. How you will work with Buyers’ to identify opportunities for innovation that reduce cost and waste and how you will continually monitor the innovation identified to ensure this continues to add value to the service you provide to the Buyer throughout the duration of the Call off Contract, as set out in paragraph 4.9.3 of Annex 7 Lot 7 of Framework Schedule 1a (Specification) RM6820
2. How you will work with Buyers’ to identify more efficient and effective ways of working, how you will implement best practise and apply your knowledge and expertise of the market throughout the duration of the Call off Contract, as set out in paragraph 4.10.1 of Annex 7 Lot 7 of Framework Schedule 1a (Specification) RM6820
3. How you will leverage the benefit of volumes secured under a Buyer’s Call-Off Contract to ensure best value for money for the Buyer and how you will ensure they are continually adding value to the service you provide to the Buyer throughout the duration of the Call off Contract, as set out in paragraph 4.10.2 of Annex 7 Lot 7 of Framework Schedule 1a (Specification) RM6820

Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information. Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.Maximum character count – 6,000 characters including spaces and punctuation. You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in applicable text boxes provided, each box has a character count of 2,000 characters.. |
| **Marking scheme 100/66/33/0** |
| **Marking scheme** | **Evaluation criteria**  |
| **100** | The bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The bidder’s response fully addresses 1 of the 3 component parts (a to c) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.ORA response has not been provided to this question. |
|  |
| **Section I – Lot 7 ONLY** **QUESTION 2.16 - Security Management of the Services** |
| **2.16 Requirement:** CCS requires all bidders to provide a secure Inbound Delivery, Mail Opening and Digital Scanning Service for Lot 7 for the wide range of public sector organisations. The bidder is required to demonstrate their approach and the processes they will have in place to provide a secure Inbound Delivery, Mail Opening and Digital Scanning Service for Buyers including onsite and off site.As set out in section 2 of Annex 7 Lot 7 of Framework Schedule 1a (Specification) RM6820 |
| **2.16 Response guidance** **All bidders must answer this question if bidding for this lot 7.****You must insert your response into the text fields in the eSourcing suite.****Your response must be specific and focused on the requirements of Lot 7.**In order to satisfy the requirement, and the question associated with the requirement, you must demonstrate: 1. How you will ensure that you safeguard all items in your possession from the time of receipt and until all items are delivered to the Buyer, including the processes you will have in place for managing traceability of all tracked mail (both on and offsite) on behalf of the Buyer, as set out in paragraphs 2.8.6 and 2.8.7 of Annex 7 Lot 7 of Framework Schedule 1a (Specification) RM6820.
2. The processes in place to ensure the Services will be undertaken in a secure environment when provided off-site at Supplier premises as set out in paragraph 2.8.9 of Annex 7 Lot 7 of Framework Schedule 1a (Specification) RM6820.
3. How you will ensure that the on-site environment at the Buyer’s premises will be appropriately secure prior to commencement of the Services. Your response should include how you will work with the Buyer to provide the physical security to the Buyer’s environment in order to meet their needs, and how you will ensure the Supplier Staff comply with the agreed processes as set out in paragraph 2.8.10 of Annex 7 Lot 7 of Framework Schedule 1a (Specification) RM6820.
4. How you will ensure that your staff who will be providing the off-site service to Buyers, will fully comply with your Asset and Personnel Security Policy and how you will manage any suspected and actual breaches of security issues through to completion, as set out in paragraph 2.14 of Annex 7 (Lot 7) of Attachment 1a - Framework Schedule 1 (Specification).

Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information. Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.Maximum character count – 8,000 characters including spaces and punctuation. You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in 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.ORA response has not been provided to this question. |
|  |
| **Section J – Lot 8 ONLY** **QUESTION 2.17 - Enabling Innovation and Value for Money**  |
| **2.17 Requirement:** CCS requires all bidders in Lot 8 to provide a service which will enable innovation, in order to reduce cost and waste, and support the Delivery of value for money over the lifetime of each Call-Off Contract for Buyers of Lot 7 ‘Security Screening Service, with onward delivery of mail items to the Buyers nominated sites.The bidder is required to demonstrate how you will work with Buyers in Lot 8 in order to enable innovation to identify opportunities to reduce cost and waste; support them in identifying more efficiencies; and how you will leverage volumes to optimise commercial benefits for the Buyer. As set out in section 4 of Annex 8 Lot 8 - Framework Schedule 1a (Specification) RM6820. |
| **2.17 Response guidance** **All bidders must answer this question if bidding for lot 8.****You must insert your response into the text fields in the eSourcing suite.****Your response must be specific and focused on the requirements of Lot 8.**In order to satisfy the requirement, and the question associated with the requirement, your response must demonstrate: 1. How you will work with Buyers’ to identify opportunities for innovation that reduce cost and waste and how you will continually monitor the innovation identified to ensure this continues to add value to the service you provide to the Buyer throughout the duration of the Call off Contract as set out in paragraph 4.9.3 of the Annex 8 Lot 8 - Framework Schedule 1a (Specification) RM6820.
2. How you will work with Buyers’ to identify more efficient and effective ways of working, how you will implement best practice and apply your knowledge and expertise of the market throughout the duration of the Call off Contract, as set out in paragraph 4.10.1 of the Annex 8 Lot 8 - Framework Schedule 1a (Specification) RM6820.
3. How you will leverage the benefit of volumes secured under a Buyer’s Call-Off Contract to ensure best value for money for the Buyer and how you will ensure they are continually adding value to the service you provide to the Buyer throughout the duration of the Call off Contract, as set out in paragraph 4.10.2 of Annex 8 Lot 8 - Framework Schedule 1a (Specification) RM6820.

Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information. Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.Maximum character count – 6,000 characters including spaces and punctuation. You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in applicable text boxes provided, each box has a character count of 2,000 characters. |
| **Marking scheme 100/66/33/0** |
| **Marking scheme** | **Evaluation criteria**  |
| **100** | The bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The bidder’s response fully addresses 1 of the 3 component parts (a to c) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.ORA response has not been provided to this question. |
|  |
| **Section J – Lot 8 ONLY** **QUESTION 2.18 - Compliance and Security** |
| **2.18 Requirement:** CCS requires all bidders to provide a compliant and secure ‘Security Screening Service’ for Lot 8 for the wide range of public sector organisations.The bidder is required to demonstrate the processes they will have in place to develop and produce and keep up to date, emergency response plans, how they will ensure integrity and security of mail during the delivery process, and how they will ensure all their staff training is maintained and up to date throughout the lifetime of the Framework duration.As set out in sections 2 and 4 of Annex 8 Lot 8 - Framework Schedule 1a (Specification) RM6820, |
| **2.18 Response guidance** **All bidders must answer this question if bidding for lot 8.****You must insert your response into the text fields in the eSourcing suite.****Your response must be specific and focused on the requirements of Lot 8.**In order to satisfy the requirement, and the question associated with the requirement, you must demonstrate:1. The processes and systems in place to keep your knowledge of any potential threats is always kept up to date. Your response should include how and when you consult with the appropriate security authorities and how you will ensure the Service offering you provide remains relevant throughout the duration of the Framework, as set out in paragraph 2.5.1 of Annex 8 Lot 8 - Framework Schedule 1a (Specification) RM6820.
2. The processes and procedures you have in place which include appropriate emergency response plans to deal with any suspicious items, as set out in paragraph 2.4.2 of Annex 8 Lot 8 - Framework Schedule 1a (Specification) RM6820.
3. How you will ensure the integrity and security of the screened mail items during the delivery process of the screened mail items to the Buyer, as set out in paragraph 2.6 of Annex 8 Lot 8 - Framework Schedule 1a (Specification) RM6820.
4. How you will ensure that Supplier Staff knowledge and training, is maintained and up to date to ensure an effective Service is provided throughout the lifetime of the Contract, as set out in paragraph 4.2 2. of Annex 8 Lot 8 - Framework Schedule 1a (Specification) RM6820.

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.ORA response has not been provided to this question. |

1. Price evaluation

This paragraph contains information on how to complete the Attachment 3 – Price Matrix(es) for the Lots that you are bidding for and sets out the price evaluation process.

* 1. How to complete your pricing matrix:
		1. Read and understand the instructions in the pricing matrix(es), and in this paragraph, before submitting your prices.
		2. Your prices should compare with the quality of your offer.
		3. Your prices must be sustainable and include your operating overhead Costs and profit.
		4. 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 for each Lot as detailed in the table below:

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Management Charge %** | **Lot 1** | **Lot 2** | **Lot 3** | **Lot 4** | **Lot 5** | **Lot 6** | **Lot 7** | **Lot 8** |
| 0.50% | 0.25% | 0.25% | 0.25% | 0.50% | 0.50% | 0.50% | 0.50% |

* + 1. 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.
	+ Reimbursable Expenses shall only be recoverable under Lot 4 (Audits, Efficiency Reviews and Niche Consultancy). Please refer to Framework Schedule 3 Paragraph 7 and Annex 4 Lot 4 Paragraph 4.14.1.
	+ be in British pounds sterling
	+ submitted up to the number of decimal places specified in the Pricing Matrix Instructions for each Lot.
	+ Pricing will be based on a 7.5 hour Working Day; in line with Joint Schedule 1
		1. You must enter all required information in mandatory GREEN cells and you must enter a price (£) in all mandatory YELLOW cells. Zero or negative bids will not be allowed in mandatory cells. We will investigate where we consider your bid to be abnormally low.
		2. If you do not offer the non-mandatory products and services or additional products and services please enter 'N/A' in the Green cells and "£0.00" in the Yellow cells.
		3. Where the Pricing Matrix does not specify that the product or service is either mandatory, non-mandatory or additional then the product or service shall be considered to be 'mandatory'.
		4. The prices submitted will be the maximum payable under this framework. Prices may be lowered at the Call-Off stage. Refer to Framework Schedule 3 – Framework price.
		5. You must download and complete the Attachment 3 – RM6280 Pricing Matrix(es) for the Lot(s) you are submitting a bid for.
		6. Provide a price, where one has been requested, in the cells highlighted following the guidance in the relevant Price Matrix ‘Instructions Tab’
		7. When you have completed your Attachment 3 - Pricing Matrix(es), you must upload this into the eSourcing suite at questions PQ1 – PQ8 in the commercial envelope. If you do not upload your completed Attachment 3 – RM6280 Pricing Matrix(es) your bid may be rejected from this competition.
		8. Do not alter, amend or change the format or layout of the Attachment 3 – RM6280 Pricing Matrix(es).
	1. Price evaluation process

This is how we will evaluate your pricing:

* + 1. We will check you have completed all the required cells for each Lot you are bidding for.
		2. 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 for mandatory cells.
		3. The price evaluation will be undertaken separately to the quality evaluation process.
		4. The bidder with the lowest total basket price will be awarded the maximum mark available a price score of 40 for Lot 1, 2, 3, 6, 7 and 8, or a price score of 30 for Lot 4 and 5.
		5. All other bidders will get a price score relative to the lowest total basket price.
	1. Lot 1, 2, 3, 6, 7 and 8
		1. The calculation we will use to evaluate your total basket price, for each of the Lots listed in 3.3 that you are bidding for, is as follows:

|  |  |  |
| --- | --- | --- |
| Price Score = | lowest price  | x 40 (Maximum Score Available) |
| Bidder price |

Example applicable for Lot 1, 2, 3, 6, 7 and 8

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

* Bidder A has the lowest basket price of £217,000.00. Bidder A is awarded the maximum mark available for price, which is 40;
* Bidder B submits a total basket price of £432,000.00. Bidder B is awarded a price score of 20.09;
* Bidder C submits a total basket price of £542,000.00 and is awarded a price score of 16.01.
	1. Lot 5
		1. The calculation we will use to evaluate your total basket price, for each of the Lots listed in 3.3 that you are bidding for, is as follows:

|  |  |  |
| --- | --- | --- |
| Price Score = | lowest price  | x 30 (Maximum Score Available) |
| Bidder price |

Example applicable for Lot 5

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

1. Bidder A has the lowest basket price of £217,000.00. Bidder A is awarded the maximum mark available for price, which is 30;
2. Bidder B submits a total basket price of £432,000.00. Bidder B is awarded a price score of 15.07;
3. Bidder C submits a total basket price of £542,000.00 and is awarded a price score of 12.01.
	1. Lot 4:
		1. Lot 4 pricing will be evaluated on the basis of the on-site day rate for each staff grade listed.
		2. Each staff grade will be evaluated independently with its own maximum weighted price score detailed in the table below.
		3. The Bidder who offers the lowest price for a staff grade will achieve 100% of the Maximum Weighted Price Score Available for that consultancy grade.
		4. Every other Bidder who submitted a price for that staff grade will be ranked from lowest to highest price and will be awarded a percentage of the Maximum Weighted Price Score available on a reducing basis based on the price submitted versus the lowest price submitted. The process is illustrated in the example below.
		5. Each staff grade’s score will then be added together to give a total Price Score up to a maximum of 30.00.
		6. The calculation used is the following:

|  |  |  |
| --- | --- | --- |
| Price Score = | lowest price  | x 30 (Maximum Score Available) |
| Bidder price |

* 1. **Example: based on Grade Expert Advisor (or equivalent)**
		+ 1.
* Bidder A achieves the lowest price of £1,000. Bidder A is awarded the Maximum weighted price score Available of 2;
* Bidder B submits a price of £2,000. As the price is twice as expensive as Bidder A’s price, Bidder B is awarded 50% of the Maximum weighted price score Available, namely 1;
* Bidder C submits a price of £2,500 and is awarded 40% of the Maximum weighted price score Available, namely 0.8.
	1. **The Price Score Weighted % is set out in the table below for Lot 4:**

|  |  |
| --- | --- |
| * + - 1. **Grade**
 | * + - 1. **Maximum Weighted Price Score (%)**
 |
| * + - 1. Data Analyst (or equivalent)
 | * + - 1. 5
 |
| * + - 1. Trainee (or equivalent)
 | * + - 1. 5
 |
| * + - 1. Junior Manager (or equivalent)
 | * + - 1. 8
 |
| * + - 1. Project Manager (or Equivalent)
 | * + - 1. 5
 |
| * + - 1. Senior Manager/ Director (or equivalent)
 | * + - 1. 5
 |
| * + - 1. Expert Advisor (or equivalent)
 | * + - 1. 2
 |
| * + - 1. Total
 | * + - 1. 30
 |

1. Abnormally low tenders
	1. Where we consider any of the total basket price(s) you have submitted to have no correlation with the quality of your offer or to be **abnormally low** we will ask you to explain the price(s) you have submitted (as required in regulation 69 of the Regulations).
	2. If your explanation is not acceptable, we will reject your bid and exclude you from this competition, we will inform you if your bid has been excluded and why.
2. Final decision to award
	1. How we will calculate your final score

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

Example Lot 2:

|  |  |  |  |
| --- | --- | --- | --- |
| Bidder | Quality score | Price score | Final score |
| (Maximum score available 60) | (Maximum score available 40) | (Maximum score available 100) |
| Bidder A | 60.00 | 40.00 | 100.00 |
| Bidder B | 50.00 | 25.00 | 75.00 |
| Bidder C | 40.00 | 22.00 | 62.00 |

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

We will offer the number of bidders a Framework Contract as set out in paragraph 3.1 of Attachment 1 – About the framework.

The maximum number of bidders for all Lots of this framework may increase where two (2) or more bidders have tied scores in last allowable number of places only.

1. Reserved rights
	1. We also reserve the right to award a framework to any bidders whose final score is within 1% of the last allowable number of places on a Lot.

*For example, the last position for Lot 2 is 10th position.*

If the bidder in 10th place, last position has a final score of 60.00

The calculation we will use is:

8th place bidders final score is 60.00

1% of 60.00 = 0.60

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

60.00 - 0.60 = 59.40

So, any bidder whose final score is 59.40 or above will also be awarded a place on Lot 2 of the framework.

* 1. It will be our decision whether we will accept bids submitted after the bid submission deadline.
1. Intention to award
	1. You can submit a bid for one or more Lots. However, if you have submitted a bid for Lot 4 and one or more other Lot(s) and are successful on Lot 4 and one or more other Lot(s), you will be awarded a place on Lot 4 only if you have told us in question 1.11.3 that Lot 4 is your first preference and you meet the criteria in 15.1.
	2. We will tell you if you have been successful or unsuccessful via the eSourcing suite. We will send intention to award letters to all bidders who are still in the competition i.e. who have not been excluded.
	3. 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.
	4. 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.
	5. Following the standstill period, and if there are no challenges to our decision, successful bidders will be formally awarded a Framework Contract subject to signatures.
2. Framework contract
	1. You must sign and return the Framework Contract within 10 ten days of being asked. If you do not sign and return, we will withdraw our offer of a Framework Contract.
	2. Provide a valid certificate for each of the Standards listed in questions 1.27, 1.28 and 1.29 of Attachment 2a - Selection Questionnaire which are relevant to the services you will be providing under the specific Lot(s) for which you are bidding.
	3. 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.

This means for all Lots

* Employer’s (Compulsory) Liability Insurance of not less than £5,000,000
* Public Liability Insurance of not less than £2,000,000
* Professional Indemnity Insurance of not less than £1,000,000
* Product Liability Insurance (Lot 1 only) of not less than £2,000,000
* Cyber certificate
* ISO 27001 certificate
* and your ISO 9001 certificate
	1. 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.
	2. 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.