

Invitation to tender

Attachment 2 – How to bid

RM6221 Digital Capability for Health

Contents

[1. How to make your bid 2](#_Toc508374634)

[2. Selection stage 3](#_Toc508374635)

[3. Selection process 3](#_Toc508374636)

[4. Selection criteria 3](#_Toc508374637)

[5. Selection questionnaire 4](#_Toc508374638)

[6. Award stage 5](#_Toc508374639)

[7. Award criteria 5](#_Toc508374640)

[8. Award process 5](#_Toc508374641)

[9. Quality Evaluation 7](#_Toc508374642)

[10. Award quality questionnaire 8](#_Toc508374643)

[11. Price evaluation 9](#_Toc508374644)

[12. Final decision to award 12](#_Toc508374645)

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. There are no separate Lots for this Framework Contract.
   3. Your bid must be **entered into the eSourcing tool.** We can only accept bids that we receive through the eSourcing tool.
   4. Upload ONLY those attachments we have asked for. Do not upload any attachments we haven’t asked for.
   5. Make sure you answer every question.
   6. You must submit your bid before the bid submission deadline, in paragraph 5 “Timelines for the competition” in attachment 1 - About the framework.
   7. It will be our decision whether we will accept bids submitted after the bid submission deadline.
   8. You must regularly check for messages in the eSourcing tool throughout the competition. You must log on to the eSourcing tool and access your message inbox for this competition to check for messages.
   9. If anything is unclear, or you are unsure how to complete your bid submission, you can raise a question before the clarification question deadline, via the eSourcing tool. Read paragraph 6 “When and how to ask questions” in attachment 1 - About the framework.
   10. We may require you to clarify aspects of your bid in writing and/or provide additional information. Failure to respond within the time required, or to provide an adequate response will result in the rejection of your bid and your exclusion from this competition.

1.11 Bidders should be aware that the maximum amount of Suppliers for this Framework Contract is 12 (twelve); unless the rule detailed at 12.2 below is applicable and then it could be more.

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 or you are relying on a guarantor to pass the economic and financial assessment, they must complete Parts 2 and 3 for themselves.
   3. In addition, if you are the lead member of a consortium, you must get each of the other members to answer the questions in Parts 2 and 3 for themselves.
   4. We are providing the ‘Information and declaration’ workbook (attachment 4) to enable you to collect and submit this data to us, whether from organisations on whom you are relying (for example a key subcontractor or a guarantor) or from other members of a consortium.
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 tool throughout the competition. You must log on to the eSourcing tool and access your message inbox for this competition to check for messages.
   3. If your bid is not compliant we will reject your bid and you will be excluded from the competition. We will tell you why your bid is not compliant.
   4. Not all selection questions need guidance as the questions are self-evident. However other questions such as the financial question, require a process to be undertaken before we can assess your response. In those instances we have told you what we will do in the **evaluation guidance**.
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 in Section 10 attachment 1 About the framework, or not followed the instructions given in this ITT pack.
      * Either both or one of the Contract Examples required have not been uploaded in the eSourcing tool or have not been validated by the applicable customer in Attachment 2b Evidence of Contract Example.
   2. If we exclude you from the competition we will tell you and explain why.
4. Selection questionnaire

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

Contract examples will be evaluated as follows:

**Evaluation** - We will give your examples to our evaluation panel. Each evaluator will independently assess each example using the response guidance for each contract example and the marking scheme. They will give a mark (PASS/FAIL) and a reason for their mark for each example they are assessing. The evaluators will enter the marks and reasons into the eSourcing tool.

The marking scheme and evaluation criteria below will be used for all contract examples.

Marking Scheme -- Evaluation Criteria

**Pass** - You have provided contract examples which meet all elements of the response guidance associated with each question.

**Fail** - You have not provided contract examples which meet all elements of the response guidance associated with each question.

OR

You have not provided any contract example details or the requested information.

**Consensus** - Once the evaluators have independently assessed each of your examples we will arrange for the evaluators to meet. We will facilitate the discussion. At this meeting, the evaluators will discuss the quality of your answers and review their marks and reasons for that mark. The discussion will continue until they reach a consensus regarding the mark and reason for that mark.

You must Pass all Contract examples submitted; your bid will be excluded from the competition if you fail any of the Contract examples submitted. We will tell you that your bid has been excluded from the competition and why. Should you fail to provide a Contract example we have asked for, your bid will be excluded from this procurement.  
  
6. Award stage

If you have successfully passed the selection stage, you will proceed to the award stage.

We have tried to make our award stage as simple as possible, whilst achieving the best possible commercial outcomes.

Your bid must deliver what our buyers need, at the best possible price you can give.

When completing your bid you must:

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

1. Award criteria

The Award Stage consists of a quality evaluation (see paragraph 9 of this document) and a price evaluation (see paragraph 11 of this document).

The award of this Framework will be on the basis of the ‘Most Economically Advantageous Tender’ (MEAT).

The weighting for the quality evaluation is 70 marks; and, the price evaluation is worth 30 marks.

1. Award process
   1. What YOU need to do

* answer the quality questions section A and section C of the quality questionnaire in the eSourcing tool in the technical envelope.
* Complete the Framework Contract Population section B.
* Complete Attachment 3 Pricing Matrix.
* Upload your completed pricing matrix into the eSourcing tool in the commercial envelope to question PQ1.
  1. What **WE** will do at the award stage

|  |  |
| --- | --- |
| 1. | **Compliance Check**  First, we will do a check to make sure that you completed the pricing matrix in line with our instructions. |
| 2. | **Quality Evaluation**  We will give your responses to our evaluation panel. Each evaluator will independently assess your responses to the quality questions using the response guidance and the evaluation criteria. Each evaluator will give a mark and a reason for their mark for each question they are assessing. Each evaluator will enter their marks and reasons into the eSourcing tool. |
| 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. |
| 4. | **Quality Threshold**  If you have received a zero for any of the quality questions we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded from the competition and why.  Refer to table at paragraph 9 for an example of how your **quality score** will be calculated. |
| 5. | **Evaluate Pricing**  We will then give your pricing to the price evaluation panel, who are different evaluators from those who assessed your quality responses.  They will calculate your price score using the evaluation criteria in paragraph 11 – Price Evaluation. |
| 6. | **Final Score**  Your quality score will be added to your price score, to create your final score as illustrated in paragraph 12 - Final decision to award. |
| 7. | **Award**  Awards will be made to the successful bidders following the standstill period, subject to contract. |

1. Quality Evaluation

Questions AQA1, AQA2, AQA3 and AQA4 are all mandatory questions and will be evaluated 100/75/50/25/0 with the exception of AQA4 which is Pass/Fail. If your answer to one or more of the questions has been scored zero (0) or you Fail question AQA4, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded and why.

Each question must be answered in its own right. You must not answer any of the questions by cross referencing other questions or other materials for example reports or information located on your website.

Each of the quality questions, in section A and section C of the quality questionnaire will be independently assessed by our evaluation panel.

When the consensus meeting has taken place and the final mark for each question has been agreed by the evaluators, your final mark for each question will be multiplied by that questions weighting to calculate your weighted mark for that question.

Each weighted mark for each question will then be added together to calculate your quality score.

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

Table A

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| AQA1 | Mobilising Capability and Capacity Rapidly and Effectively | 20% | 100 | 100 | 20.00 |
| AQA2 | Creating and Maintaining Strategic Relationships | 10% | 100 | 100 | 10.00 |
| AQA3 | Meeting Health and Social care Setting Needs | 20% | 100 | 100 | 20.00 |
| AQA4 | Capability & Capacity Matrix | Pass / Fail | | | |
| AQC1 | Service 1 Knowledge of a DevOps  environment | 15% | 100 | 100 | 15.00 |
| AQC2 | Services 2-4 Extended discovery  processes through to live lifecycle | 15% | 100 | 100 | 15.00 |
| AQC3 | Service 5 Data management  services | 15% | 100 | 100 | 15.00 |
| AQC4 | Corporate Social Responsibility | 5% | 100 | 100 | 5.00 |
| **Quality score** | | | | | **100.00** |
| **Overall Quality score = Quality score (100.00) x Quality rating (70%)** | | | | | **70.00** |

1. Award quality questionnaire
   1. The quality questionnaire is split into three sections:

* Section A – Mandatory questions
* Section B – Framework Contract Population
* Section C – Service Specific Questions
  1. Please refer to Attachment 2c Award Questionnaire for questions in full.
  2. A summary of all the questions in the quality questionnaire, along with the marking scheme, and weightings for each question is set out below:

|  |  |  |  |
| --- | --- | --- | --- |
|  | | | **Marking scheme** |
| **Section A – Mandatory service requirements** | | |
| AQA1 | Mobilising Capability and Capacity rapidly and effectively | | 100/75/50/25/0 | |
| AQA2 | Creating and Maintaining Strategic Relationships | | 100/75/50/25/0 | |
| AQA3 | Meeting Health and Social Care Setting Needs | | 100/75/50/25/0 | |
| AQA4 | Completion of Attachment 2d Capability & Capacity Matrix \* The provision of this is linked to the evaluation of question AQA1 component part 3 | | Not Evaluated  \* Failure to provide a completed spreadsheet may be deemed a FAIL | |
|  | | |
|  | | **Marking scheme** |
| **Section B – Framework Contract Population** | | |
| AQB1 | Framework Population - Information Required | Not Evaluated |
| AQB2 | Framework Population – Supplier Authorised Representative | Not Evaluated |
| AQB3 | Framework Population – Supplier Compliance Officer | Not Evaluated |
| AQB4 | Framework Population – Supplier Data Protection Officer | Not Evaluated |
| AQB5 | Framework Population – Marketing Contact | Not Evaluated |
| AQB6 | Framework Population - Joint Schedule 4 - Commercially Sensitive Information | Not Evaluated |
| AQB7 | Framework Population - Contracts Finder Information | Not Evaluated |

|  |  |  |
| --- | --- | --- |
|  | | **Marking scheme** |
| **Section C – Service Specific Questions** | | |
| AQC1 | Service 1 Knowledge of a DevOps environment | 100/75/50/25/0 |
| AQC2 | Services 2-4 Extended discovery processes through to live lifecycle | 100/75/50/25/0 |
| AQC3 | Service 5 Data management services | 100/75/50/25/0 |
| AQC4 | Corporate Social Responsibility | 100/75/50/25/0 |

1. Price evaluation

This paragraph 11 contains information on how to complete Attachment 3 Pricing Matrix and the price evaluation process.

* 1. How to complete your Pricing Matrix:

Read and understand the instructions in the Pricing Matrix, and in this paragraph, before submitting your prices.

Your prices should compare with the quality of your offer.

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

You should also take into account our management charge of 1% which shall be paid by you to us, as set out in the Framework Award Form.

You should have read and understood the information on TUPE in paragraph 6 of Attachment 1 – About the Framework. You are reminded that it is your responsibility to take your own advice and consider whether TUPE is likely to apply and to act accordingly. You are encouraged to carry out your own due diligence exercise on the application of TUPE when completing your pricing matrix.

Your prices submitted must:

* + exclude VAT.
  + be exclusive of expenses/travel and subsistence
  + be in British pounds sterling, up to two decimal places

Pricing will be based on a seven and a half (7.5) hour Working Day.

The grade definitions are included within Attachment 3 Pricing Matrix.

You must download and complete the Attachment 3 Pricing Matrix.

Provide a price, where one has been requested, in the cells highlighted yellow.

Optionally we have provided three columns with cells highlighted green for inserting the day rate prices for any non UK locations. Please be sure to amend the [Loc*x*] headings to include the geographic location from which the prices refer to. These cells will not be evaluated. However the prices provided will be taken forward to populate Framework Schedule 3 – Framework prices and will be considered the maximum price for any further competitions in relation to the locations and roles tendered for. For the avoidance of doubt you are not obliged to insert day rates for non UK locations, however failure to provide day rates in any of these columns will mean that you cannot offer this element in a Further Competition.

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

There is a day rate cap of one thousand pounds (£1000) applicable for the National (ACQ1), Leeds (ACQ3) and National Home (ACQ4) Day Rates. There is a day rate cap of one thousand two hundred pounds (£1200) applicable for the London (ACQ2) Day Rate. The spreadsheet will automatically highlight in red any entry which is higher than the above maximum amounts and this is to signify that this amount is not acceptable to CCS under the rules of this Procurement. ***Any completed Attachment 3 Pricing Matrix which includes a figure which exceeds the Day Rate caps will not be considered and will be deemed non-compliant and will be excluded from the competition.***

The prices that you have tendered in the completion of Attachment 3 Pricing Matrix will be included in Framework Schedule 3 – Framework Prices.

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

When you have completed your Pricing Matrix, you must upload this into the eSourcing tool at question PQ1 in the commercial envelope. If you do not upload your Pricing Matrix your bid may be rejected from this competition.

Do not attempt to alter, amend or change the format or layout of Attachment 3 Pricing Matrix.

* 1. Price evaluation process

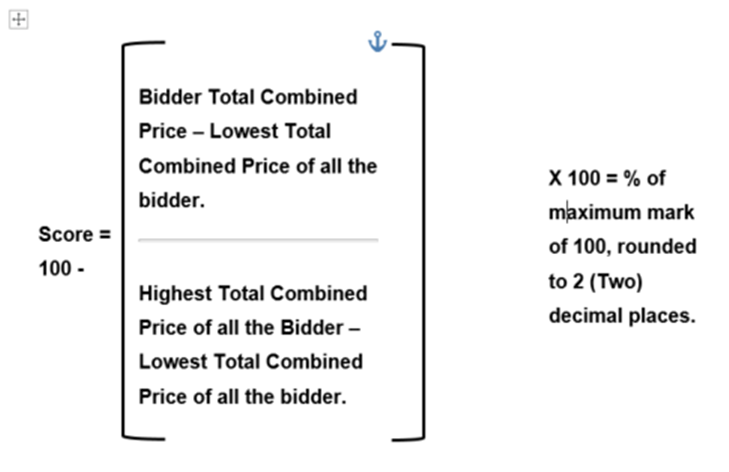
This is how we will evaluate your pricing:

We will check you have completed all the yellow cells within the Pricing Matrix.

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

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

The price evaluation will be evaluated using the methodology below:



The maximum mark achievable for PQ1 will be 100.

The mark achieved in response to question PQ1 will entitle the bidder to receive a mark which will be a percentage of the maximum mark available for this question. For example if a Bidder scored 100% they would score 30, if they scored 50% they would score 15.

The price mark is generated by using the formula shown above to compare against all compliant bidder’s Total Combined Price which is generated by adding together all of the Combined Prices for question (as shown in the rate card tab of Attachment 3 Pricing Matrix). Using this, the price evaluation will be conducted for each bidder.

* 1. Abnormally low tenders

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

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

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

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

Example:

|  |  |  |  |
| --- | --- | --- | --- |
| Bidder | Quality score | Price score | Final score |
| (Maximum score available 70) | (Maximum score available 30) | (Maximum score available 100) |
| Bidder A | 70.00 | 30.00 | 100.00 |
| Bidder B | 60.00 | 15.00 | 75.00 |
| Bidder C | 50.00 | 12.00 | 62.00 |
| Bidder D | 70.00 | 0 | 70.00 |

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

We will offer the number of bidders a Framework Contract as set out at 1.11 of this document.

The maximum number of bidders for this Framework may increase where two (2) or more bidders have tied scores in last position (twelfth place) and / or where bidders are within 1% of the scores achieved by the bidder or bidders in twelfth place or joint twelfth place. See 12.2 below for further details.

* 1. Reserved rights

We also reserve the right to award a Framework Contract to any bidders whose final score is within 1% of the last position, the last position for this Framework Contract is 12th position.

If the bidder in 12th place has a final score of 60.00

The calculation we will use is:

12th place bidders final score is 60.00

1% of 60.00 = 0.06

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

60.00 - 0.06 = 59.94

So any bidder whose final score is 59.94 or above will be awarded a Framework Contract.

* 1. Intention to award

We will tell you if you have been successful or unsuccessful via the eSourcing tool. We will send intention to award letters to all bidders who are still in the competition i.e. who have not been excluded.

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

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

* 1. Framework Contract

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

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

This means:

* Insurance Certificates as per Attachment 2a – Selection Questionnaire part 7
* Cyber Essentials Plus Certificate as per Attachment 2a – Selection Questionnaire part 8