

Invitation to Tender

Attachment 2 – How to Bid

RM6345 Digital Capability for Health 2

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# **How to Make your Bid**

* 1. Your bid must be made by the organisation that will be responsible for providing the services if your bid is successful.
  2. Your bid must be entered into the eSourcing Suite. We can only accept bids that we receive through the eSourcing Suite.
  3. If you are bidding as a consortium, please submit your bid in the name of the lead member and follow the instructions when completing the Qualification Envelope, including providing the name of the consortium in Section 1.12.6.
  4. If you are bidding as a single entity and as a consortium 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 1.12 Group or Consortium Details.

* 1. If you are bidding as a consortium, each consortium member (other than the consortium member responding to the electronic Selection Questionnaire within the eSourcing Suite) will be required to complete an Attachment 4a – Information & Declarations\_Consortium.

In this attachment, consortium members will respond to parts 1 and 2 Selection Questionnaire declarations and some part 3 selection questions in their own right. It is clearly indicated within the electronic Selection Questionnaire (a copy of which can be found at Attachment 2a Selection Questionnaire) when the consortium member completing the electronic Selection Questionnaire should respond on behalf of ALL consortium members for part 3 selection questions.

* 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 section 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 section 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.

# **Selection Stage**

* 1. At the selection stage, we evaluate Bidders’ technical, professional and financial capabilities. We will ask a range of questions appropriate to the procurement. It is important that you answer these questions accurately.
  2. When responding to part 1 and part 2 Selection Questionnaire declarations, you must respond on behalf of all relevant persons in your organisation as per PCR 2015, regulation 57(2), i.e., members of the administrative, management or supervisory body of your organisation including those with powers of representation, decision or control.
  3. If you are relying on any Key Subcontractors to meet the selection criteria within Part 3 of the Selection Questionnaire, you must tell us. If a Key Subcontractor is being relied on to meet Part 3 selection criteria, you must clearly tell us within Attachment 7 – Key Subcontractor details which criteria you are relying on them for and you must ensure that each of these applicable Key Subcontractors completes Attachment 4b – Information and Declarations\_Key Subcontractor\_Guarantor and this is submitted via the applicable question within the electronic Selection Questionnaire.
  4. If, following the financial assessment, we require you to nominate a guarantor, we will contact you and tell you. You are not permitted to nominate a guarantor for Part 3 – Financial Risk Viability Assessment (FVRA) at the point of tender submission.

You must initially undergo the financial assessment within your own right. Should we deem it appropriate to offer you the opportunity to nominate a guarantor post-tender submission, we will also require the nominated guarantor to complete Attachment 4b – Information and Declarations\_Key Subcontractor\_Guarantor.

# **Selection Process**

* 1. After the bid submission deadline, we will check all bids to make sure we have received everything that we have asked for.
  2. We may ask you to clarify information you provide, if that is necessary. Don’t forget to check for messages in the eSourcing Suite throughout the competition on a daily basis. You must log on to the eSourcing Suite and access your message inbox for this competition to check for messages.
  3. If your bid is not compliant we will reject your bid and you will be excluded from the competition. We will tell you why your bid is not compliant.
  4. Not all selection questions need guidance as the questions are self-explanatory. 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**.

# **Selection Criteria**

* 1. We may exclude you from the competition at the selection stage if:
* You, or a member of your consortium, receive a ‘fail’ for any of the evaluated selection questions.
* you, or a member of your consortium, do not pass the economic and financial standing assessment to the satisfaction of CCS.
* your bid is deemed non-compliant.
* any of the information you have provided proves to be false or misleading.
* you have broken any of the competition rules in Attachment 1 –About the Framework, or not followed the instructions given in this ITT pack.
  1. If we exclude you from the competition we will tell you and explain why.

# **Selection Questionnaire**

* 1. Please refer to Attachment 2a Selection Questionnaire. Remember you must complete the questionnaire online in the eSourcing Suite (Qualification Envelope).

# **Award Stage**

* 1. If you have successfully passed the selection stage, you will proceed to the award stage.
  2. We have tried to make our award stage as simple as possible, whilst achieving the best possible commercial outcomes.
  3. Your bid must deliver what our Buyers need, at the best possible price you can give.
  4. When completing your bid, you must:
* Read through the entire ITT pack, including Framework Schedule 1 (Specification)carefully, and read more than once.
* Read each question, the response guidance, marking scheme, evaluation criteria, and the instructions on response parameters and required format.
* Read the contract terms set out at Attachment 9 - Framework Contract Documents.
* If you are unsure, ask questions before the clarification questions deadline See section 5 ‘Timelines for the competition’ and section 6 ‘When and how to ask questions’ in Attachment 1 - About the Framework document
* Allow plenty of time to complete your responses; it always takes longer than you think to submit your bid via the eSourcing Suite and to ensure any completion errors are rectified before the bid submission deadline.
* Your prices should be in line with the service level you offer in response to the award quality questions.

# **Award Criteria**

* 1. The Award Stage consists of a quality evaluation (see sections 9 and 10 of this document) and a price evaluation (see section 11 of this document).
  2. The award of this Framework will be on the basis of the ‘Most Economically Advantageous Tender’ (MEAT).
  3. In this competition, the Quality weighting is 70% and the Price weighting is 30%.

# **Award Process**

* 1. What YOU need to do
* Answer the quality questionnaire sections A, B, and C in the Technical Envelope of the eSourcing Suite.
* Complete Attachment 3 - Pricing Matrix and upload your this into the Commercial Envelope of the eSourcing Suite.
  1. What **WE** will do at the award stage

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| --- | --- |
| 1. | **Compliance Check**  First, we will do a check to make sure that you completed the questionnaires and Pricing Matrix in line with our instructions. |
| 2. | **Quality Evaluation**  We will give your responses to our evaluation panel. Each evaluator will independently assess your responses to the quality questions using the response guidance and the evaluation criteria. Each evaluator will give a mark and a reason for their mark for each question they are assessing. Each evaluator will enter their marks and reasons into the eSourcing Suite. |
| 3. | **Consensus**  Once the evaluators have independently assessed your answers to the questions, we will arrange for the evaluators to meet and we will facilitate the discussion. At this consensus meeting, the evaluators will discuss the quality of your answers and discuss their marks and reasons for that mark. The discussion will continue until they reach a consensus regarding the mark, and a reason for that mark, for each question. These final marks will be used to calculate your Quality Score. |
| 4. | **Moderation**  ​Once the consensus meetings have taken place, the consensus manager(s) will review the consensus marks and reasons for the marks agreed with evaluators for any errors or discrepancies. If any errors or discrepancies are identified, marks may be changed as a result of this moderation exercise. The reasons for revisiting the marks and the outcome of revisiting the marks will be fully recorded. |
| 5. | **Quality Threshold**  If you have not met the minimum quality score for each question as detailed in the table under paragraph 10.3, 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.  The quality threshold for each question in section C of the quality questionnaire is:  2.3.1: 33  2.4.1: 40  2.5.1: 25  2.6.1: 40  2.7.1: 40  2.8.1: 40  Refer to tables at section 9.7 for an example of how your **Quality Score** will be calculated. |
| 6. | **Evaluate Pricing**  We will give your Pricing Matrix to the price evaluation panel, who are different evaluators from those who assess your quality responses.  They will calculate your price score in accordance with the process and evaluation criteria set out in section 11.2 – Price Evaluation. |
| 7. | **Final Score**  Your Quality Score (out of 70) will be added to your Price Score (out of 30) to create your Final Score (out of 100), as illustrated in Section 12 – Final decision to Award. |
| 8. | **Award**  Awards will be made to the successful Bidders following the standstill period, subject to contract. |

# **Quality Evaluation**

* 1. Questions in section A are mandatory and will be evaluated PASS/ FAIL. If you answer ‘no’ to one or more of the questions, 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. Question 2.2.1 (Social Value Declaration) in Section B 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.
  3. Each of the quality questions in section C of the quality questionnaire are mandatory and will be independently assessed by our evaluation panel.
  4. Each question must be answered in its own right. You must not answer any questions by cross referencing other questions or include other materials, for example reports or information located on your website.
  5. When the consensus meeting has taken place and the final mark for each question has been agreed by the evaluators, your final mark for each question will be multiplied by that question's weighting to calculate your weighted mark for that question.
  6. Each weighted mark for each question will then be added together to calculate your Quality Score.
  7. Please see tables A and B below for an example of how your Quality Score will be calculated.

Table A

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| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum Mark Available** | **Your Final Mark** | **Your Weighted Mark** |
| 2.2.1 | Social Value Declaration | 10% | Pass = 100 | 100 | 10.00 |
| **Quality score (out of 10)** | | | | | **10.00** |

Table B

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Question** | | | **Question Weighting** | | **Maximum Mark Available** | | **Your Final Mark** | | **Your Weighted Mark** | |
| 2.3.1 | Mobilising Capability and Capacity | 9% | | 100 | | 66 | | 5.94 | |
| 2.4.1 | Creating and Maintaining Strategic Relationships including Management of Call Off Contracts | 6% | | 100 | | 100 | | 6.00 | |
| 2.5.1 | Meeting Health and Social Care (or similar complex environment) Needs | 9% | | 100 | | 50 | | 4.50 | |
| 2.6.1 | Service Provision 1 – Delivery of DevOps Services | 12% | | 100 | | 100 | | 12.00 | |
| 2.7.1 | Service Provisions 2 to 4 – Discovery Processes through to Live Lifecycle | 12% | | 100 | | 100 | | 12.00 | |
| 2.8.1 | Service provision 5 – Data Management Services | 12% | | 100 | | 40 | | 4.80 | |
| **Quality Score (out of 60)** | | | | | | | | | **45.24** | |
| **Overall Quality Score = Social Value Question + Quality Questions (out of 70)** | | | | | | | | | **55.24** | |

# **Award Quality Questionnaire**

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

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| --- | --- | --- | --- |
| **Question** | | **Marking scheme** | **Weighting %** |
| 2.1.1 | Accept Competition Rules | Pass/Fail | N/A |
| 2.1.2 | Accept Contract Terms | Pass/Fail | N/A |
| 2.1.3 | Compliance with Mandatory Service Requirements Framework Schedule 1 (Specification). | Pass/Fail | N/A |
| 2.2.1 | Social Value Declaration | Pass/Fail | Pass = 10%  Fail = 0 (excluded) |
| 2.3.1 | Mobilising Capability and Capacity | 100/66/33/0 | 9% |
| 2.4.1 | Creating and Maintaining Strategic Relationships including Management of Call Off Contracts | 100/80/60/40/20/0 | 6% |
| 2.5.1 | Meeting Health and Social Care (or similar complex environment) Needs | 100/75/50/25/0 | 9% |
| 2.6.1 | Service Provision 1 –Delivery of DevOps Services | 100/80/60/40/20/0 | 12% |
| 2.7.1 | Service Provisions 2 to 4 – Discovery Processes through to Live Lifecycle | 100/80/60/40/20/0 | 12% |
| 2.8.1 | Service Provision 5 – Data Management Services | 100/80/60/40/20/0 | 12% |

* 1. A summary of all the questions in the quality questionnaire, along with the marking scheme and minimum quality scores for each question is set out below:

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| **Section A – Mandatory Service Requirements** | |
| **2.1.1 Accept Competition Rules** | |
| Do you accept the competition rules, as described in the ITT pack Attachment 1 About the Framework, paragraph 9 Competition rules?  Please answer ‘Yes’ or ‘No’  Yes – You accept the competition rules, as described in the ITT pack Attachment 1 About the Framework, paragraph 9 Competition rules.  No – You do not accept the competition rules, as described in the ITT pack Attachment 1 About the Framework, paragraph 9 Competition rules. | |
| **2.1.1 Response Guidance**  This is a Pass/Fail question.  If you cannot or are unwilling to select ‘Yes’ to this question, you will be disqualified from further participation in this competition.  You are required to select either option YES or NO from the drop down list.  Providing a ‘Yes’ response means you accept the competition rules, as described in the ITT pack Attachment 1 - About the Framework, paragraph 9 Competition rules.    If you select ‘No’ to indicate that you do not accept the competition rules, as described in the ITT pack Attachment 1 - About the Framework, paragraph 9 Competition rules, you will be excluded from further participation in this competition. | |
| **Marking Scheme** | **Evaluation Guidance** |
| Pass | You have selected option ‘Yes’ confirming that you accept the competition rules, as described in the ITT pack Attachment 1 - About the Framework, paragraph 9 Competition rules. |
| Fail | You have selected ‘No’ confirming that you do not accept the competition rules, as described in the ITT pack Attachment 1 - About the Framework, paragraph 9 Competition rules. |

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| **2.1.2 Accept Contract Terms** | |
| Do you accept the contract terms as incorporated in the Framework Award Form?  Please answer ‘Yes’ or ‘No’  Yes – You accept the contract terms as incorporated in the Framework Award Form.  No – You do not accept the contract terms as incorporated in the Framework Award Form. | |
| **2.1.2 Response Guidance**  This is a Pass/Fail question.  If you cannot or are unwilling to select ‘Yes’ to this question, you will be disqualified from further participation in this competition.  You are required to select either option YES or NO from the drop down list.  Providing a ‘Yes’ response means you accept the contract terms as incorporated in the Framework Award Form.    If you select ‘No’ to indicate that you do not accept the contract terms as incorporated in the Framework Award Form, you will be excluded from further participation in this competition. | |
| **Marking Scheme** | **Evaluation Guidance** |
| Pass | You have selected option ‘Yes’ confirming that you accept the contract terms as incorporated in the Framework Award Form. |
| Fail | You have selected ‘No’ confirming that you do not accept the contract terms as incorporated in the Framework Award Form. |

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| **2.1.3 Compliance with Framework Schedule 1 (Specification)** | |
| If you are awarded a Framework Contract, will you unreservedly deliver in full, all of the mandatory service requirements as set out in Framework Schedule 1 (Specification).  Please answer ‘Yes’ or ‘No’  Yes **–** You will unreservedly deliver in full all of the mandatory service requirements as set out in Framework Schedule 1 (Specification).  No **–** You will not, or cannot, deliver in full all of the mandatory service requirements as set out in Framework Schedule 1 (Specification). | |
| **2.1.3 Response Guidance**  This is a Pass/ Fail question.  If you cannot or are unwilling to select ‘Yes’ to this question, you will be disqualified from further participation in this competition.  You are required to select either option YES or NO from the drop down list.  Providing a ‘Yes’ response means you will unreservedly deliver in full all of the mandatory service requirements as set out in Framework Schedule 1 (Specification).  If you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, deliver in full all of the mandatory service requirements as set out in Framework Schedule 1 (Specification) you will be excluded from further participation in this competition. | |
| **Marking Scheme** | **Evaluation Guidance** |
| Pass | You have selected option ‘Yes’ confirming that you will unreservedly deliver in full all of the mandatory service requirements as set out in Framework Schedule 1 (Specification). |
| Fail | You have selected ‘No’ confirming that you will not, or cannot, deliver in full all of the mandatory service requirements as set out in Framework Schedule 1 (Specification).  OR  You have not selected either ‘Yes’ or ‘No’. |

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| **Section B – Social Value** | |
| **2.2.1 Social Value Declaration** | |
| **Requirement:**  If you are awarded a Framework Contract, you must agree to promote and commit to delivering Social Value as an integral part of your service delivery, company policy and values, as set out in paragraph 14 of Framework Schedule 1 (Specification), and for each Call Off competition as specified by the buyer.  In summary this may include:   * Tackling Economic inequality * Equal Opportunity * Fighting Climate Change * Wellbeing | |
| **2.2.1 Response guidance**  **All bidders must answer this question**  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.  In order to satisfy this requirement, you must agree to promote and commit to delivering Social Value as an integral part of your service delivery, company policy and values. The Buyer can identify specific social value priorities that are within scope of the below Social Value themes and will be delivered as part of each Call-Off Contract:   * Tackling Economic inequality * Equal Opportunity * Fighting Climate Change * Wellbeing   You are required to select option YES or NO from the drop down list in the technical envelope in box 2.2.1. | |
| Where bidders have confirmed Yes, they will be awarded a score of 10 as part of the overall quality weighting and scores. | |
| **Marking scheme** | **Evaluation Guidance** |
| **Pass**  This will mean you score 10 | You have selected option ‘Yes’ confirming that you will unreservedly satisfy in full all of the Social Value requirements as set out in the response guidance above AND you have completed and uploaded your signed Attachment 10 – Social Value Declaration to question 2.2.2 of the Technical envelope |
| **Fail**  This will mean you score 0 (zero) and you will be excluded from the competition | You have selected ‘No’ confirming that you will not, or cannot, satisfy in full all of the Social Value requirements, as set out in the response guidance above.  OR  You have not selected either ‘Yes’ or ‘No’. |

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| **Section C – Technical Questions** | |
| **2.3.1 Mobilising Capability and Capacity** | |
| **Requirement:**  You are required to demonstrate how you will ensure you can mobilise capability and capacity to commence and stop working on a particular contract, as set out in sections 2 and 10 of Framework Schedule 1 (Specification) | |
| **2.3.1 Response Guidance**  **All Bidders must answer this question.**  **You must insert your response into the text boxes in the eSourcing Suite.**  As a minimum your response must clearly demonstrate:   1. How you will ensure that sufficient capable resource, with the required levels of skills and experience as detailed in the Scope of Requirements within Framework Schedule 1 (Specification), will be available to provide all Services to the Buyer’s satisfaction. Your response must include how you will ensure knowledge transfer to maintain consistent service levels**.** 2. How you will foster a culture of continuous learning and professional development within your team, and the measures you will take to ensure that team members stay up to date with the latest industry developments and best practices. 3. How you will mobilise your team, detailing your delivery model and team structure, (including the use of your supply chain if applicable), to provide the services. Your response must include how you will determine your delivery model, structure your team and mobilise your supply chain based on the Buyer’s requirements, to ensure effective delivery.   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 eSourcing Suite. Responses must include spaces between words. No attachments or hyperlinks to external content are permitted; any additional documents or hyperlinks submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in boxes 2.3.1, 2.3.2 and 2.3.3 each box has a character count of 2,000 characters.  Please note the Minimum Quality Score for this question is 33. If you do not achieve the Minimum Quality Score your bid will be excluded from the competition. | |
| Evaluators will assess your response to each of the component parts set out in the Response Guidance above. Evaluators will determine if your response has fully addressed, or not fully addressed each component part.  **Fully addressed:**  The response provides full, detailed evidence and explanation that fully demonstrates how your approach will meet this part of the requirement.  The response provides confidence that the approach will meet this part of the requirement.  **Not fully addressed:**  The response does not include sufficient detailed evidence and explanation to fully demonstrate how your approach will meet this part of the requirement.  There are concerns with the response. It does not provide sufficient confidence that your approach will meet this part of the requirement. | |
| **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.  OR  A response has not been provided to this question. |

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| **2.4.1 Creating and Maintaining Strategic Relationships including Management of Call Off Contracts** | |
| **Requirement:**  You are required to demonstrate how you will establish and contribute to effective and efficient relationships between you and CCS, you and Buyers and you and other Suppliers as set out in sections 8 and 13 of Framework Schedule 1 (Specification) | |
| **2.4.1 Response Guidance**  **All Bidders must answer this question.**  **You must insert your response into the text boxes in the eSourcing Suite.**  As a minimum your response must clearly demonstrate:   1. How you will build, develop and manage effective strategic relationships with Buyers throughout the lifecycle of the Framework Contract 2. How you will identify, manage and resolve complaints. Your response must include your escalation process and how complaints will be resolved to the Buyer’s satisfaction 3. How you will identify opportunities for better ways of working throughout a Call-Off Contract term. Your response must include how you will capture lessons learnt, and ensure development and delivery of continuous improvement and innovation. 4. How you will effectively manage the contract lifecycle, including delivery and performance of any Call-Off Contract awarded through this Framework. Your response must include the tools and techniques you will use to monitor service delivery against contractual KPI’s. 5. How you will deliver effective risk management, including how you will identify, allocate ownership, and mitigate risk.   Your response should be limited to, and focused on, each of the component parts of the question posed (a to e). 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 – 10,000 characters including spaces and punctuation.  You must not exceed the character count within the eSourcing Suite. Responses must include spaces between words. No attachments or hyperlinks to external content are permitted; any additional documents or hyperlinks submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in boxes 2.4.1, 2.4.2, 2.4.3, 2.4.4 and 2.4.5 each box has a character count of 2,000 characters.  Please note the Minimum Quality Score for this question is 40. If you do not achieve the Minimum Quality Score your bid will be excluded from the competition. | |
| Evaluators will assess your response to each of the component parts as set out in the Response Guidance above. Evaluators will determine if your response has fully addressed, or not fully addressed each component part.  **Fully addressed:**  The response provides full, detailed evidence and explanation that fully demonstrates how your approach will meet this part of the requirement.  The response provides confidence that the approach will meet this part of the requirement.  **Not fully addressed:**  The response does not include sufficient detailed evidence and explanation to fully demonstrate how your approach will meet this part of the requirement.  There are concerns with the response. It does not provide sufficient confidence that your approach will meet this part of the requirement. | |
| **Marking Scheme 100/80/60/40/20/0** | |
| **Marking Scheme** | **Evaluation Criteria** |
| **100** | The Bidder’s response fully addresses all 5 of the component parts (a to e) of the response guidance above. |
| **80** | The Bidder’s response fully addresses 4 of the 5 component parts (a to e) of the response guidance above. |
| **60** | The Bidder’s response fully addresses 3 of the 5 component parts (a to e) of the response guidance above. |
| **40** | The Bidder’s response fully addresses 2 of the 5 component parts (a to e) of the response guidance above. |
| **20** | The Bidder’s response fully addresses 1 of the 5 component parts (a to e) of the response guidance above. |
| **0** | The Bidder’s response has not fully addressed any of the 5 component parts (a to e) of the response guidance above.  OR  A response has not been provided to this question. |
|  | |
| **2.5.1 Meeting Health and Social Care (or similar complex environment) Needs** | |
| **Requirement:**  You are required to demonstrate how you will manage topics closely related to the Health and Social Care Setting, including consideration of Buyers’ stated aims and objectives, as set out in sections 2 and 13.2 of Framework Schedule 1 (Specification). | |
| **2.5.1 Response Guidance**  **All Bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing Suite.**  As a minimum your response must clearly demonstrate:   1. How you will successfully protect and manage sensitive personal data, including how you will apply appropriate controls and ensure appropriate access, and how it will be stored securely. 2. How you will ensure that you safeguard your systems and information assets against cyber attacks, unauthorised access and data leaks. Your response must include the robust measures and procedures you will implement to achieve this 3. How you will enable effective data and functionality exchange across a diverse range of systems, settings and platforms, including the strategies and technical solutions you will use to achieve this 4. How you will actively engage with your health and social care strategic partners to gather their feedback and requirements and ensure your digital offerings align with the GDS and NHS Service Standards.   Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information.  Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – 8,000 characters including spaces and punctuation.  You must not exceed the character count within the eSourcing Suite. Responses must include spaces between words. No attachments or hyperlinks to external content are permitted; any additional documents or hyperlinks submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in boxes 2.5.1, 2.5.2, 2.5.3 and 2.5.4 each box has a character count of 2,000 characters.  Please note the Minimum Quality Score for this question is 25. If you do not achieve the Minimum Quality Score your bid will be excluded from the competition. | |
| Evaluators will assess your response to each of the component parts set out in the Response Guidance above. Evaluators will determine if your response has fully addressed, or not fully addressed each component part.  **Fully addressed:**  The response provides full, detailed evidence and explanation that fully demonstrates how your approach will meet this part of the requirement.  The response provides confidence that the approach will meet this part of the requirement.  **Not fully addressed:**  The response does not include sufficient detailed evidence and explanation to fully demonstrate how your approach will meet this part of the requirement.  There are concerns with the response. It does not provide sufficient confidence that your approach will meet this part of the requirement. | |
| **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 c) of the response guidance above. |
| **50** | The Bidder’s response fully addresses 2 of the 4 component parts (a to c) of the response guidance above. |
| **25** | The Bidder’s response fully addresses 1 of the 4 component parts (a to c) of the response guidance above. |
| **0** | The Bidder’s response has not fully addressed any of the 4 component parts (a to c) of the response guidance above.  OR  A response has not been provided to this question. |

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| **2.6.1 Service Provision 1 – Delivery of DevOps Services** | |
| **Requirement:**  You are required to demonstrate how, as the lead Supplier, you will organise and operate a DevOps service within the context of a mixed organisational environment (Buyer, end Customer, more than one Supplier), as set out in sections 3, 8 and 13 of Framework Schedule 1 (Specification) | |
| **2.6.1 Response Guidance**  **All Bidders must answer this question.**  **You must insert your response into the text boxes in the eSourcing Suite.**  As a minimum your response must clearly demonstrate:   1. How you will structure and manage your team to ensure ongoing delivery and maintenance within the context of a DevOps model (versus a more traditional service model). Your response must include the tools and techniques you will use to deliver the services to the required standard. 2. How you will manage ongoing running and maintenance where the Buyer chooses a hybrid model, and how you will create an effective handover of the product/ service to another party to run (the Buyer or other 3rd party) 3. How you will successfully address and resolve software bug identified by users. Your response must include a description of your process for being notified of bugs by users and how you will manage and resolve them to avoid critical failure 4. How you will manage a sudden and significant increase in service users. Your response must include a description of the process you have in place to monitor usage and mitigate issues associated with a sudden and significant increase in users and traffic 5. How you will manage onboarding and offboarding staff changes throughout the life of the Contract to ensure that there is no impact on performance. Your response must include how you will manage the deployment of teams in a ‘rainbow’ context, self directed teams and sole responsibility as set out in paragraph 8.4 of Framework Schedule 1 (Specification).   Your response should be limited to, and focused on, each of the component parts of the question posed (a to e). 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 – 10,000 characters including spaces and punctuation.  You must not exceed the character count within the eSourcing Suite. Responses must include spaces between words. No attachments or hyperlinks to external content are permitted; any additional documents or hyperlinks submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in boxes 2.6.1, 2.6.2, 2.6.3, 2.6.4 and 2.6.5 each box has a character count of 2,000 characters.  Please note the Minimum Quality Score for this question is 40. If you do not achieve the Minimum Quality Score your bid will be excluded from the competition. | |
| Evaluators will assess your response to each of the component parts set out in the Response Guidance above. Evaluators will determine if your response has fully addressed, or not fully addressed each component part.  **Fully addressed:**  The response provides full, detailed evidence and explanation that fully demonstrates how your approach will meet this part of the requirement.  The response provides confidence that the approach will meet this part of the requirement.  **Not fully addressed:**  The response does not include sufficient detailed evidence and explanation to fully demonstrate how your approach will meet this part of the requirement.  There are concerns with the response. It does not provide sufficient confidence that your approach will meet this part of the requirement. | |
| **Marking Scheme 100/80/60/40/20/0** | |
| **Marking Scheme** | **Evaluation Criteria** |
| **100** | The Bidder’s response fully addresses all 5 of the component parts (a to e) of the response guidance above. |
| **80** | The Bidder’s response fully addresses 4 of the 5 component parts (a to e) of the response guidance above. |
| **60** | The Bidder’s response fully addresses 3 of the 5 component parts (a to e) of the response guidance above. |
| **40** | The Bidder’s response fully addresses 2 of the 5 component parts (a to e) of the response guidance above. |
| **20** | The Bidder’s response fully addresses 1 of the 5 component parts (a to e) of the response guidance above. |
| **0** | The Bidder’s response has not fully addressed any of the 5 component parts (a to e) of the response guidance above.  OR  A response has not been provided to this question. |

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| **2.7.1 Service Provisions 2 to 4 – Discovery Processes through to Live Lifecycle** | |
| **Requirement:**  You are required to demonstrate the processes you will implement to successfully navigate the full lifecycle - from discovery through to going live - within a blended environment involving multiple stakeholders and suppliers, as set out in section 4. 5 and 6 of Attachment 1a Framework Schedule 1 (Specification).  Your response must take into account potential splits between Digital Definition and build, based on the Service Standard. | |
| **2.7.1 Response Guidance**  **All Bidders must answer this question.**  **You must insert your response into the text boxes in the eSourcing Suite.**  As a minimum your response must clearly demonstrate:   1. How you will collate, manage, and integrate end-user and customer feedback to ensure that you shape the development of the product to meet customer needs 2. How you will leverage alpha releases and rapid prototyping as part of the digital definition phase to ensure that you successfully validate assumptions 3. How you will plan and execute the successful transition from beta to full live operation, including the decommissioning of legacy systems and how any delays in delivery will be communicated to the Buyer and managed to minimise impact on the agreed timeline 4. How you will effectively adopt test driven development as your build process, including the following categories as a minimum:  * Penetration Testing * Integration Testing * Functional Testing  1. How you will drive accountability across the development lifecycle, specifically in regards to the agile methodologies and pricing models you will employ and how your approach will ensure successful delivery     Your response should be limited to, and focused on, each of the component parts of the question posed (a to e). 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 – 10,000 characters including spaces and punctuation.  You must not exceed the character count within the eSourcing Suite. Responses must include spaces between words. No attachments or hyperlinks to external content are permitted; any additional documents or hyperlinks submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in boxes 2.7.1, 2.7.2, 2.7.3, 2.7.4 and 2.7.5 each box has a character count of 2,000 characters.  Please note the Minimum Quality Score for this question is 40. If you do not achieve the Minimum Quality Score your bid will be excluded from the competition. | |
| Evaluators will assess your response to each of the component parts set out in the Response Guidance above. Evaluators will determine if your response has fully addressed, or not fully addressed, each component part.  **Fully addressed:**  The response provides full, detailed evidence and explanation that fully demonstrates how your approach will meet this part of the requirement.  The response provides confidence that the approach will meet this part of the requirement.  **Not fully addressed:**  The response does not include sufficient detailed evidence and explanation to fully demonstrate how your approach will meet this part of the requirement.  There are concerns with the response. It does not provide sufficient confidence that your approach will meet this part of the requirement. | |
| **Marking Scheme 100/80/60/40/20/0** | |
| **Marking Scheme** | **Evaluation Criteria** |
| **100** | The Bidder’s response fully addresses all 5 of the component parts (a to e) of the response guidance above. |
| **80** | The Bidder’s response fully addresses 4 of the 5 component parts (a to e) of the response guidance above. |
| **60** | The Bidder’s response fully addresses 3 of the 5 component parts (a to e) of the response guidance above. |
| **40** | The Bidder’s response fully addresses 2 of the 5 component parts (a to e) of the response guidance above. |
| **20** | The Bidder’s response fully addresses 1 of the 5 component parts (a to e) of the response guidance above. |
| **0** | The Bidder’s response has not fully addressed any of the 5 component parts (a to e) of the response guidance above.  OR  A response has not been provided to this question. |
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| **2.8.1 Service Provision 5 – Data Management Services** | |
| **Requirement:**  You are required to demonstrate how your organisation will work within the context of Data Management Services, as set out in section 7 of Framework Schedule 1 (Specification) | |
| **2.8.1 Response Guidance**  **All Bidders must answer this question.**  **You must insert your response into the text boxes in the eSourcing Suite.**  As a minimum your response must clearly demonstrate:   1. How you will deliver robust Data Management Services including the tools, techniques and processes you will use to design (data architecture), curate, analyse and map datasets (metadata management). Your response must include how you consider non-functional aspects of data processing, including availability, integrity, and possible data-processing impacts. 2. The approach you will use to decide between batch or event-based data flows, and the impact non-functional aspects have on such decisions. 3. The tools and techniques you will use to ensure that you successfully migrate existing data processing between platforms and data flow architectures, including considerations for changes to the processing technology and maintaining statistical consistency of analytical uses. 4. How you will ensure that the least privilege principle is maintained in a mixed environment of internal and external users. You should include details of how your approach to applying least privilege also protects against reidentification whilst linking disparate data sets (for example care pathways). 5. How your approach to Machine Learning ops, including model training and verification will ensure successful deployment. Your response must include how model deployment would be impacted in a large, federated IT estate that ranges from public cloud through to desktops in care settings.     Your response should be limited to, and focused on, each of the component parts of the question posed (a to e). 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 – 10,000 characters including spaces and punctuation.  You must not exceed the character count within the eSourcing Suite. Responses must include spaces between words. No attachments or hyperlinks to external content are permitted; any additional documents or hyperlinks submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in boxes 2.8.1, 2.8.2, 2.8.3, 2.8.4 and 2.8.5 each box has a character count of 2,000 characters.  Please note the Minimum Quality Score for this question is 40. If you do not achieve the Minimum Quality Score your bid will be excluded from the competition. | |
| Evaluators will assess your response to each of the component parts set out in the Response Guidance above. Evaluators will determine if your response has fully addressed, or not fully addressed each component part.  **Fully addressed:**  The response provides full, detailed evidence and explanation that fully demonstrates how your approach will meet this part of the requirement.  The response provides confidence that the approach will meet this part of the requirement.  **Not fully addressed:**  The response does not include sufficient detailed evidence and explanation to fully demonstrate how your approach will meet this part of the requirement.  There are concerns with the response. It does not provide sufficient confidence that your approach will meet this part of the requirement. | |
| **Marking Scheme 100/80/60/40/20/0** | |
| **Marking Scheme** | **Evaluation Criteria** |
| **100** | The Bidder’s response fully addresses all 5 of the component parts (a to e) of the response guidance above. |
| **80** | The Bidder’s response fully addresses 4 of the 5 component parts (a to e) of the response guidance above. |
| **60** | The Bidder’s response fully addresses 3 of the 5 component parts (a to e) of the response guidance above. |
| **40** | The Bidder’s response fully addresses 2 of the 5 component parts (a to e) of the response guidance above. |
| **20** | The Bidder’s response fully addresses 1 of the 5 component parts (a to e) of the response guidance above. |
| **0** | The Bidder’s response has not fully addressed any of the 5 component parts (a to e) of the response guidance above.  OR  A response has not been provided to this question. |

# **Price Questionnaire and Evaluation**

Section 11 contains information on how to complete Attachment 3 - Pricing Matrix and the evaluation process.

|  |  |  |
| --- | --- | --- |
| **Response Guidance**  You must complete Attachment 3 - Pricing Matrix in line with the guidance in Attachment 2 - How to Bid, paragraphs 11 and 12 and the instructions contained within the Pricing Matrix and attach to the question below | | |
| **Question Number** | **Question** | **Your Response** |
| PQ1 | Upload to this question your completed Attachment 3 – Pricing Matrix  Please name the file: RM6345pricing\_insertyourcompanyname | Attachment |

* 1. How to complete your Pricing Matrix:

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

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 in Attachment 9 – Framework Contract Documents.

You should have read and understood the information on TUPE in section 8 of Attachment 1 – About the Framework. You are reminded that it is your responsibility to take your own advice and consider whether TUPE is likely to apply and to act accordingly. You are encouraged to carry out your own due diligence exercise on the application of TUPE when completing your pricing matrix.

Your prices submitted must:

* + exclude VAT
  + be ~~exclusive~~ inclusive of expenses/ travel and subsistence
  + be in British pounds sterling
  + submitted up to 2 decimal places
  + Your prices should compare with the quality of your offer.
  + Your prices must be sustainable and include your operating overhead costs and profit.

Pricing will be based on:

* + 7.5 hour working day;
  + grade definitions (please refer to the Government Digital and Data Profession Capability Framework link, which has been included in cell A:26 of the Instructions Tab in Attachment 3 - Pricing Matrix)
  + zero or negative bids will not be allowed.
  + We will investigate where we consider your bid to be abnormally low.
  + prices submitted will be the maximum payable under this Framework.
  + As part of a Call Off competition Suppliers may submit more competitive prices that were submitted at the Framework Tender stage.

You must download and complete the Attachment 3 – Pricing Matrix and provide a price in the cells highlighted green (National and London) within table 2 of the UK Rate Card tab. This table is mandatory and will be evaluated to determine your Price Score.

If offering Offshore rates, you must provide prices in the cells highlighted blue within table 6 of the Offshore Rate Card tab. This table is optional and will not form part of the Price Evaluation.

Once you have correctly completed your Pricing Matrix, you must upload your attachment at question PQ1, of the commercial envelope.

If you do not upload your Pricing Matrix or it has been completed incorrectly, your bid may be excluded from the competition.

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

Remember to follow all of the instructions and read all of the guidance before uploading your Pricing Matrix with your bid submission.

* 1. Price evaluation process

This is how we will evaluate your pricing:

* + We will check that you have completed all of the green cells in Table 2 within the UK Rate Card tab, which will be evaluated to determine a Price Score.
  + We will check if you have completed any of the blue cells in Table 6 of the Offshore Rate Card tab and that they do not exceed the values in the green cells within Table 2 of the UK Rate Card tab. Please note that Table 6 within the Offshore Rate Card is optional and should be completed if applicable.
  + Table 3 within the UK Rate Card Validation tab allows you to check whether your rates are compliant. If your input is non-compliant, the cells in Columns J and K in Table 3 of the UK Rate Card Validation tab will highlight a fail.
  + Failure to provide a price where required may result in your bid being deemed non-compliant and excluded from the competition.
  + The price evaluation will be undertaken separately to the quality evaluation process.
  + Each price entered into Columns D and E in Table 2 within the UK Rate Card tab will be multiplied by the applicable weighting in Column O of Table 4, which in turn will populate Columns S and T of Table 5 with a weighted price.
  + The Total price generated in Cell S244 of the UK Rate Card tab is a sum of the figures in Columns S and T in Table 5.
  + This price is carried forward to Cell C4 of Table 9 within the Evaluated tab and divided by 200 to generate a ‘Total for evaluation’ in cell C5 of the Evaluated tab. This figure is also visible in cell S245 within the UK Rate Card tab.
  + The Bidder with the lowest ‘Total for evaluation’ in Cell C5 of Table 9 within the Evaluated tab will be awarded the maximum mark available (a Price Score of 30).
  + All other Bidders will get a Price Score relative to the lowest total price.
  + The calculation we will use to evaluate your total price, is as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| Price Score = | Lowest Total for evaluation | x | 30 (maximum Price Score available) |
| Bidder’s Total for evaluation |

Example:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Bidder A Total for evaluation |  | Bidder B Total for evaluation |  | Bidder C Total for evaluation |
| £600 |  | £900 |  | £1200 |

* Bidder A has the lowest Total for evaluation of £600. Bidder A is awarded the maximum mark available for price, which is 30.
* Bidder B has a Total for evaluation of £900. Bidder B is awarded a Price Score of 20.
* Bidder C has a Total for evaluation of £1200. Bidder C is awarded a Price Score of 15.
  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 potentially abnormally low we will ask you to explain the price(s) you have submitted (in accordance with regulation 69 of the Regulations).

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

# **Final Decision to Award**

* 1. How we will calculate your Final Score

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

Example:

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

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

We will then offer a Framework Contract to a maximum of 20 Bidders, as set out in section 3.1 of Attachment 1 – About the Framework.

The maximum number of Bidders for this Framework may increase where two (2) or more Bidders have tied scores in the last awarded position (i.e. 20th position).

* 1. Reserved Rights

We also reserve the right to award a Framework Contract to any Bidder whose Final Score is within 1% of the last awarded position (i.e. 20th position).

**Example:**

The last award position is 20th position.

The Bidder in 20th position has a Final Score of 60.00.

The calculation we will use is:

Bidder’s Final Score in last position 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

Any Bidder whose Final Score is 59.40 or above will be awarded a place on the Framework.

* 1. Intention to Award

We will tell you if you have been successful or unsuccessful via the eSourcing Suite. We will send Intention to Award letters to all Bidders who are still in the competition i.e. the Bidders 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 will withdraw our offer of a Framework Contract.

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

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

This means:

* Cyber Essentials Plus Certificate
* Employer’s (Compulsory) Liability Insurance = £5,000,000
* Public Liability Insurance = £5,000,000
* Professional Indemnity Insurance = £5,000,000

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 result in our offer of a Framework Contract being withdrawn.