

Invitation to Tender

Attachment 2 – How to Bid

RM6297 Print and Digital Communications v2

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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 goods and/or services if your bid is successful.
	2. You may bid for more than one Lot, ensure you read section 3.3 of attachment 1.
	3. Your bid must be entered into the eSourcing Suite. We can only accept bids that we receive through the eSourcing Suite.
	4. 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 1.12.2.
	5. 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. 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 part 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.
	2. Upload ONLY those attachments we have asked for. Do not upload any attachments we haven’t asked for.
	3. Make sure you answer every question.
	4. You must submit your bid before the bid submission deadline, in section 5 “Timelines for the competition” in attachment 1 - About the Framework.
	5. 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.
	6. 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.
	7. 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 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 undergo the financial assessment within your own right initially. 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 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-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**.

# **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 Attachment 1a - 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 10 - 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 section 9 of this document) and a price evaluation (see section 11 of this document).
	2. The award of this Framework Contract will be on the basis of the ‘Most Economically Advantageous Tender’ (MEAT).
	3. In this competition, the weighting for the Technical Evaluation is 70.00, Social Value is 10.00 and the weighting for the Commercial Evaluation is worth 20.00.

# **Award Process**

* 1. What YOU need to do
* answer the quality questions of the quality questionnaire in the eSourcing Suite in the Technical Envelope.
* Complete the price matrix attachment 3a] for the Lot(s) for which you are bidding.
* Upload your completed price matrix into the eSourcing Suite in the Commercial Envelope to question PQ1.
	1. What **WE** will do at the award stage

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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 for each Lot you have bid for.  |
| 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 for Lot 1**If you receive a mark of 0 (zero) for any of the quality questions this will result in your exclusion (B1, B2, B3 C1, C2 and E2) or if you have not met a minimum Quality Score of 60.00 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 section 10.2 for an example of how your **Quality Score** Lot 1 will be calculated. |
| **Quality Threshold for Lot 2**If you receive a mark of 0 (zero) for any of the quality questions this will result in your exclusion (B1, B2, B3, D1 and E2) or if you have not met a minimum Quality Score of 55.00, 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 section 10.2 for an example of how your **Quality Score** Lot 2 will be calculated. |
| 6. | **Evaluate Pricing**We will give your pricing to the price evaluation panel, who are different evaluators from those who assess your quality responses.They will calculate your Price Score using the evaluation criteria in Section 11 – Price Evaluation. |
| 7. | **Final Score**Your Quality Score will be added to your Price Score, to create your Final Score 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 A1, A2 and A3 are mandatory questions 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. 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. Section B covers generic quality questions relating to the framework contract, section C covers Lot 1 specific questions, section D covers Lot 2 specific questions and section E covers Social Value questions.
	4. Each of the quality questions, in sections B, C, D and E of the quality questionnaire will be independently assessed by our evaluation panel.
	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 for each Lot you have submitted a bid for 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 for each Lot.

Table A - Lot 1 example

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Questions** | **Question Weighting**  | **Maximum Mark Available**  | **Your Final Mark** | **Your Weighted Mark** |
| B1 | Managing Supply Chains | 14% | 100 | 100 | 14.00 |
| B2 | Service Delivery | 14% | 100 | 100 | 14.00 |
| B3 | Maximising Value | 13% | 100 | 100 | 13.00 |
| C1 | Lot 1 Command and House Papers Service delivery | 14% | 100 | 100 | 14.00 |
| C2 | Lot 1 Strategic Value, Improvement and Innovation | 15% | 100 | 100 | 15.00 |
| E2 | Social Value | 10% | 100 | 100 | 10.00 |
| **Quality Score** | **80.00** |

Table B - Lot 2 example

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Questions** | **Question Weighting**  | **Maximum Mark Available**  | **Your Final Mark** | **Your Weighted Mark** |
| B1 | Managing Supply Chains | 19% | 100 | 100 | 19.00 |
| B2 | Service Delivery | 19% | 100 | 100 | 19.00 |
| B3 | Maximising Value | 16% | 100 | 100 | 16.00 |
| D1 | Lot 2 Responding to Buyer Requirements | 16% | 100 | 100 | 16.00 |
| E2 | Social Value | 10% | 100 | 100 | 10.00 |
| **Quality Score** | **80.00** |

# **Award Quality Questionnaire**

* 1. The quality questionnaire is split into four sections:
* Section A – Mandatory Service Requirements Questions (All Lots)
* Section B – Generic Questions (All Lots)
* Section C – Lot 1 Specific Questions
* Section D – Lot 2 Specific Questions
* Section E – Social Value Questions (All Lots)
	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:

All Lots

|  |  |
| --- | --- |
|  | **Marking scheme** |
| **Section A – Mandatory Service Requirements (All Lots)** |
| A1 | Accept Competition Rules | **Pass / Fail** |
| A2 | Accept Contract Terms | **Pass / Fail** |
| A3 | Compliance with Framework Schedule 1a - Specification | **Pass / Fail** |

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| Lot 1 |
|  | **Marking Scheme** | **Weighting (%)** |
| **Section B – Generic Questions (All Lots)** |
| B1 | Managing Supply Chains | 0/25/50/75/100 | 14.00 |
| B2 | Service Delivery | 0/25/50/75/100 | 14.00 |
| B3 | Maximising Value | 0/25/50/75/100 | 13.00 |

Lot 2

|  |  |  |
| --- | --- | --- |
|  | **Marking Scheme** | **Weighting (%)** |
| **Section B – Generic Questions (All Lots)** |
| B1 | Managing Supply Chains | 0/25/50/75/100 | 19.00 |
| B2 | Service Delivery | 0/25/50/75/100 | 19.00 |
| B3 | Maximising Value | 0/25/50/75/100 | 16.00 |

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| --- | --- | --- |
|  | **Marking Scheme** | **Weighting (%)** |
| **Section C – Lot 1 Specific Questions** |
| C1 | Lot 1 Command and House Papers Service delivery | 0/25/50/75/100 | 14.00 |
| C2 | Lot 1 Strategic value, improvement and innovation | 0/25/50/75/100 | 15.00 |
| **Section D – Lot 2 Specific Questions** |
| D1 | Lot 2 Responding to Buyer Requirements | 0/33/66/100 | 16.00 |

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| --- | --- | --- |
|  | **Marking Scheme** | **Weighting (%)** |
| **Section E – Social Value** |
| E1 | Social Value | Pass/Fail | N/A |
| E2 | Social Value | 0/33/66/100 | 10% |

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| **Section A – Mandatory Service Requirements** |
| **A1 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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| **Section A – Mandatory Service Requirements** |
| **A2 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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| **Section A – Mandatory Service Requirements** |
| **A3 Compliance with Framework Schedule 1a (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 1a (Specification).Please answer ‘Yes’ or ‘No’ if you are not applying for the applicable Lot Yes - You will unreservedly deliver in full all of the mandatory service requirements as set out in Framework Schedule 1 (Specification) for the Lot(s) you are bidding for.No - You will not, or cannot, deliver in full all of the mandatory service requirements as set out in Framework Schedule 1 (Specification) for the Lot(s) you are bidding for.  |
| **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, NO from the drop down list.Providing a ‘Yes’ response means you will unreservedly deliver in full all of the Lots 1 or 2 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 Lots 1 or 2 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) for the Lot(s) you are bidding for.You have selected ‘No’ confirming that you will not, or cannot, deliver in full all the mandatory service requirements as set out in Framework Schedule 1a (Specification) for the Lot(s) you are bidding for. |
| Fail  | You have selected ‘No’ confirming that you will not, or cannot, deliver in full all the mandatory service requirements as set out in Framework Schedule 1a (Specification). |

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| **Section B – Generic Questions (All Lots)** |
| **B1 Managing Supply Chains** |
| **B1 Requirement:** CCS requires you to demonstrate your approach for how you will manage your supply chain, to ensure Print and Digital Communications performance is maintained to deliver Buyer’s requirements. Please set out and demonstrate how you will meet the requirement by fully addressing component parts a) to d) of the Response Guidance below. |
| **B1 Response Guidance** **All Bidders must answer this question.****You must insert your response into the text fields in the eSourcing Suite.**In order to satisfy the requirement, and the question associated with the requirement, you must: 1. Demonstrate how you will manage your supply chain to ensure that throughout the life of the Framework Contract you have the technical and professional resource and capacity, and proactively support the government SME agenda, to deliver Buyers’ requirements in accordance with paragraphs 8.6.1, 8.6.5.4, 8.6.7, 8.6.7.1, and section 8.7 Management of Local Supply Chains (inclusive of all paragraphs and subparagraphs under 8.7) of Framework Schedule 1 – Specification.
2. Demonstrate how you will manage and measure the performance of your supply chain including how you will identify and address any underperformance, in accordance with Framework Schedule 1 – Specification paragraph 8.6.5.9.
3. Demonstrate how you will ensure continuity of supply through your supply chain, including your proactive supply chain risk identification and mitigation strategies to safeguard service level provision for Buyers, in accordance with Framework Schedule 1 – Specification paragraphs 8.6.5.3, 8.6.5.5 and 8.6.5.6.
4. Demonstrate how you will deliver the required Digital Solutions and Transformation Services at paragraphs 7.11.1 to 7.11.5 and 7.11.10 in 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 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 B1(i), B1(ii), B1(iii) and B1 (iv). Please note each box has a system character count system limit 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 B2 – Service Delivery (All Lots)** |
| **B2 Requirement** CCS requires you to demonstrate how you will deliver the Framework services to ensure Buyers’ requirements are met. Please set out and demonstrate how you will meet the requirement by fully addressing component parts a) to d) of the Response Guidance below. |
| **B2 Response Guidance** **All Bidders must answer this question.****You must insert your response into the text fields in the eSourcing Suite.**In order to satisfy the requirement, and the question associated with the requirement, you must: 1. Demonstrate how you will provide a robust and auditable complaints procedure for Buyers, including how you will manage and resolve complaints, escalate where required, analyse and identify patterns of emerging complaint trends, to meet the requirements of paragraph 8.2 (inclusive of subparagraphs) of Framework Schedule Specification.
2. Demonstrate your approach for how you will monitor, assess, report and act upon your performance to maintain and improve the quality of your service delivery to meet the contractual Performance Indicators (PI) 1.0 to 4.0 as detailed in Framework Schedule 4 paragraph 4, (excluding PI 5.0).
3. Demonstrate how you will ensure compliance with the requirements of paragraphs 9.3 Supplier Personnel - Baseline Personnel Security Standards 2 (inclusive of subparagraphs) of Framework Schedule 1 – Specification.
4. Demonstrate how you will ensure compliance with the requirements of paragraph 9.4.1 to 9.4.8 Data Security Classifications and Standards 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 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 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 B2(i), B2(ii), B2(iii) and B2 (iv) 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 B3 – Maximising Value (all Lots)** |
| **B3 Requirement:**You are required to demonstrate how you will maximise value for all parties, including increasing Buyer uptake across public sector organisations and delivering savings. Please set out and demonstrate how you will meet the requirement by fully addressing component parts a) to d) of the Response Guidance below. |
| **B3 Response Guidance** **All Bidders must answer this question.****You must insert your response into the text fields in the eSourcing Suite.**In order to satisfy the requirement, and the question associated with the requirement, you must: 1. Demonstrate how you will evaluate and assess Buyer’s requirements and propose alternative solutions that may provide better value and results, including how you will communicate such proposals to the Buyer, in accordance with paragraphs 4.2.1 and 4.2.2 (inclusive of subparagraphs) (Lot 1) Buyer Account Management Services, and/or 6.2.1 and/or 6.2.2 (inclusive of subparagraphs) Buyer Account Management Services (Lot 2), in Framework Schedule 1 – Specification.
2. Demonstrate how you will use benchmark pricing across your supply chain, in relation to market prices, on a continual basis, to ensure your pricing remains competitive, and how benchmarking will be used to demonstrate and report to Buyers value and benefits in the delivery of the Framework products and services in accordance with paragraphs 4.8.14.2 (Lot 1) and/or 6.6.12.2 (Lot 2) of Framework Schedule 1 – Specification.
3. Demonstrate your approach to providing quotations and rate cards for Buyers’ print production requirements, including how you will: evidence price transparency and savings; ensure rate cards remain competitive throughout the lifetime of the Framework Contract, and; efficiently update rate cards for Buyer requirements, in accordance with paragraphs 4.8.14.1 and 6.6.12.1 of Framework Schedule 1 – Specification, and Framework Schedule 3 – Framework Prices paragraphs 4.1, 4.2, and 4.3.
4. Demonstrate how you will identify and engage potential new Buyers to the Framework Contract during the life of the Framework Contract, including through the development and management of a robust marketing strategy and through marketing activities, in accordance with Framework Schedule 1 – Specification paragraph 8.9 (inclusive of subparagraphs) Promotion of the Framework Contract.

Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information. Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.Maximum character count – 8,000 characters including spaces and punctuation. You must not exceed the character count within the e-Sourcing Suite. Responses must include spaces between words. No attachments 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 B3(i), B3(ii), B3(iii) and B3 (iv) each box has a system 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 C – Lot 1 Command and House Papers Service delivery** |
| **C1 Requirement:** You are required to demonstrate how you will ensure a high quality Command and House Papers service delivery including effectively and rapidly mobilising resources for critical service requirements.Please set out and demonstrate how you will meet the requirement by fully addressing component parts a) to d) of the Response Guidance below. |
| **C1 Response Guidance** **If you are bidding for Lot 1 you must answer this question.****You must insert your response into the text fields in the eSourcing Suite.**In order to satisfy the requirement, and the question associated with the requirement, you must Explain how you will:: 1. Deliver the Command and House Paper Service to ensureservice readiness and high quality delivery including compliance with the security requirements, implementing a robust governance methodology,  establishing suitable processes, in accordance with 4.3.4, 4.3.5, 4.3.6 and 4.3.7, 4.3.8, and 4.3.17.4 of Framework Schedule 1 – Specification.
2. Ensure you provide subject matter expertise to direct and support Buyers throughout the service delivery process in accordance with 4.3.15 and 4.3.16 of Framework Schedule 1 – Specification.
3. Establish digital, quotation, management information and payment processes to deliver the requirements of 4.3.17 (inclusive of subparagraphs), 4.3.18 (inclusive of subparagraphs) and 4.3.27 of Framework Schedule 1 – Specification.
4. Ensure flexible and adequate resource to meet fluctuations in demand and critical requirements to meet the delivery requirements as detailed at 4.3.10, 4.3.19 (inclusive of subparagraphs), 4.3.20 and 4.3.21, 4.3.28, 4.3.29, 4.3.30 and 4.3.31 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 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 – 8000 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 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 C1(i), C1(ii), C1(iii) and C1 (iv) 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 C – Lot 1 Strategic value, improvement and innovation** |
| **C2 Requirement:** You are required to demonstrate how you will drive managing transformational change to improve, adapt and innovate how the deliverables are provided for the Lot 1 Framework Contract?Please set out and demonstrate how you will meet the requirement by fully addressing component parts a) to d) of the Response Guidance below. |
| **C2 Response Guidance** **If you are bidding for Lot 1 you must answer this question.****You must insert your response into the text fields in the eSourcing Suite.**In order to satisfy the requirement, and the question associated with the requirement, you must: 1. Demonstrate how you will develop a partnership approach with CCS to maximise benefits and savings for all Buyers, drive continuous improvement, innovation and manage transformation and change and including for strategic, transformational and local level proposals, in accordance with Framework Schedule 1 - Specification paragraphs 3.2, 3.4.3. 3.4.4 and 4.8.12 (inclusive of subparagraphs).
2. Demonstrate how you will support Buyers during their call-off contracts to implement continuous improvement through change management procedure(s) to minimise disruption, in accordance with Framework Schedule 1 - Specification paragraphs 4.8.10 Value for money and continuous improvement, 4.8.13, and 4.8.15 (inclusive of subparagraphs).
3. Demonstrate how you will implement new Buyer Call-Off Contracts to ensure a robust transition from Buyer’s previous arrangements, including your approach to due diligence, transition planning and managing associated risks to ensure an understanding of the Buyer’s requirement in accordance with paragraph 4.6 (inclusive of subparagraphs) Transition of Services of Framework Schedule 1 – Specification
4. Demonstrate how you will adequately resource quickly to meet Buyer demand and maintain and deliver a high quality and consistent account management service delivery for all Lot 1 Buyers including

● Ensuring the resourcing of the team delivering the Buyer account management function are appropriately qualified and experienced. ● Embedding training for your staff to support their development and learning.● Ensuring adequate resources during peak periods.In accordance with Framework Schedule 1 – Specification paragraph 4.2.3.3. Option 1: Level 1 Customer Service Team; on Suppliers Premises, 4.2.3.4. Option 2: Level 2 Bespoke Account Management Team; on Suppliers Premises and 4.2.3.5. Option 3: Level 3 Bespoke Account Management Team; on Buyers Premises.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 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 C2(i), C2(ii), C2(iii) and C2 (iv), 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 Responding to Buyer Requirements** |
| **D1 Requirement:** You are required to demonstrate how you will ensure that you are able to mobilise resources to deliver the breadth of Services in accordance with Framework Schedule 1 – Specification.Please set out and demonstrate how you will meet the requirement by fully addressing component parts a) to c) of the Response Guidance below. |
| **D1 Response Guidance** **If you are bidding for Lot 2 you must answer this question.****You must insert your response into the text fields in the eSourcing Suite.**In order to satisfy the requirement, and the question associated with the requirement, you must: 1. Demonstrate your approach for ensuring you are able to respond competitively to all further competitions, both large and small value, to ensure that Buyers receive competition from the market. Please refer to paragraphs 5.2 and 5.6 of Framework Schedule 1 – Specification.
2. Demonstrate how you will implement a customer contract to ensure a successful launch including requirements gathering, ensuring appropriate level of resource is in place to manage fluctuating demands, testing, risk mitigation and launch. Please refer to paragraph 6.5 (inclusive of subparagraphs) Implementation of Buyers Call-Off Contracts of Framework Schedule 1 – Specification.
3. Demonstrate how you will maintain and deliver a high quality and consistent service delivery for all Buyers including but not limited to: ● Ensuring the resourcing of the team delivering the Buyer account management function are appropriately qualified and experienced.● Embedding training for your staff to support their development and learning● Ensuring adequate resource during peak periodsIn accordance with paragraph 6.2.3 (inclusive of subparagraphs) Buyer Account Management Services minimum level 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 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 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 D1(i), D1(ii), D1(iii) 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 – Social Value (All Lots)** |
| **E1 Requirement: Social Value Commitment**CCS requires you to promote and commit to delivering Social Value as an integrated part of your service delivery and company policies and values if you are awarded a Framework Contract. CCS requires you to unreservedly deliver the Social Value requirements as referenced in section 10 of the Framework Specification (Attachment 1a) for each individual Call Off competition and Direct Award let against the Framework, as required and specified by the buyer.In summary this may include:● Promote equal opportunity and tackle workforce inequality within your organisation by demonstrating action to identify and manage the risks of modern slavery, including in the supply chain, in the delivery of this Framework● Support tackling economic inequality to increase supply chain resilience and capacity by creating a diverse supply chain to deliver the Framework Contract ● Help fight climate change by considering the relevance of sustainability at all stages of the lifecycle in the provision of the Deliverables under this Framework ContractWhere bidders have confirmed Yes, they will be awarded a score of 100. This will be weighted in accordance with the scoring methodology indicated above as part of the overall quality weighting and scores. |
| **E1 Response guidance** All bidders must answer this questionThis 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 a) promote and commit to delivering Social Value as an integrated part of your service delivery and company policies and values if you are awarded a framework contract. b) unreservedly deliver the Social Value requirements as referenced in section 3 of the Framework Specification (Attachment 1a) for each individual call off competition and Direct Award let against the Framework, as required and specified by the buyer?c) If you are awarded a place on the Framework, confirming that you will commit to delivering Social Value as part of all Framework Call OffsYou are required to select option YES or NO from the drop down list. |
| **Marking scheme** | **Evaluation Guidance** |
| Pass. This will mean you score 100 | You have selected option ‘Yes’ confirming that you will unreservedly satisfy in full all the criteria (a-c) set out above you will complete and return your signed Attachment 11, if you are awarded a place on the Framework. |
| Fail. This will mean you score 0 | You have selected ‘No’ confirming that you will not, or cannot, satisfy in full all the criteria (a-c) set out above and complete and return your signed Attachment 11, if you are awarded a place on the Framework.ORYou have not selected either ‘Yes’ or ‘No’. |

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| **E2: Requirement: Social Value - Modern Slavery**You are required to describe the commitment your organisation will make to ensure that opportunities under the framework contract deliver the Policy Outcome and Model Award Criteria. |
| **E2 Response Guidance** **All Bidders must answer this question.****You must insert your response into the text fields in the eSourcing Suite.****Policy Theme 4: Equal opportunity****Policy Outcome: Tackle workforce inequality****Award Criteria: Model Award Criteria (MAC) 6.3 Demonstrate action to identify and manage the risks of modern slavery in the delivery of the contract, including in the supply chain.**Please set out and demonstrate how you will meet the requirement by fully addressing component parts a) to c) of the Response Guidance below.a) your ‘Method Statement’, stating how you will achieve the Award Criteria and how your commitment meets the Award Criteria, and b) how you will implement your commitment, including how you will monitor, measure and report on your commitments c) how you will influence staff, suppliers and customers through the delivery of the Framework Contract to support the Policy Outcome Stakeholders with respect to modern slavery risks relating to the contract. 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 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 E2(i), E2(ii) and E2(iii) 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. |

# **Price Questionnaire and Evaluation**

This section 11 contains information on how to complete the pricing matrix (attachment 3) and the price evaluation process.

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| **Response Guidance**You must complete attachment 3a - price matrix lot 1 or 3b - Lot 2 Price Matrix, in line with the guidance in attachment 2 - how to bid, paragraphs 11 and 12 and the instructions contained within the price matrix and attach to the question below.  |
| **Question Number** | **Question** | **Your Response** |
| PQ1 | Upload to this question your completed Attachment 3a - Pricing Matrix Lot 1 Please name the file [price Lot 1\_insertyourcompanyname] | Attachment  |
| PQ2 | Upload to this question your completed Attachment 3b - Pricing Matrix Lot 2 Please name the file [price Lot 2 \_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.

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 section 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 in british pounds sterling, up to two decimal places
	+ submitted up to two decimal places

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

The prices submitted will be the maximum payable under this framework. Prices may be lowered at the call-off stage. Refer to Attachment 3 - Pricing Matrix.

You must download and complete the pricing matrix Attachment 3 for the Lots you are submitting a bid for.

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

When you have completed your pricing matrix, you must upload this into the eSourcing Suite to the applicable question (PQ1 and/or PQ2) in the commercial envelope. If you do not upload your pricing matrix your bid may be rejected from this competition.

Do not alter, amend or change the format or layout of the pricing matrix attachment 3.

* 1. Price evaluation process

This is how we will evaluate your pricing:

We will check you have completed all the yellow cells for each Lot you are bidding for.

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

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

The Bidder with the lowest total basket price will be awarded the maximum mark available (a Price Score of 20).

All other Bidders will get a Price Score relative to the lowest total basket price.

The calculation we will use to evaluate your total basket price, for each Lot you are bidding for, is as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| Price Score = | Lowest total basket price | x | 20 (maximum Price Score available) |
| Bidder’s total basket price |

Example applicable for all Lots: amend basket price to reflect your competition]

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Bidder A total basket price |  | Bidder B total basket price |  | Bidder C total basket price |
| £217,000 |  | £434,000 |  | £542,500 |

* Bidder A has the lowest basket price of £217,000. Bidder A is awarded the maximum mark available for price, which is 20;
* Bidder B submits a total basket price of £434,000. Bidder B is awarded a Price Score of 10
* Bidder C submits a total basket price of £542,500 and is awarded a Price Score of 8
	1. Abnormally Low Tenders

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).

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**

12.1 How we will calculate your Final Score

We will add your Quality Score to your Price Score to calculate your Final Score for each lot you have bid for.

Example:

|  |  |  |  |
| --- | --- | --- | --- |
| **Bidder** | **Quality score** | **Price score** | **Final score** |
| (Maximum score available 80) | (Maximum score available 20) | (Maximum score available 100) |
| Bidder A | 80.00 | 20.00 | 100.00 |
| Bidder B | 60.00 | 10.00 | 70.00 |
| Bidder C | 50.00 | 8.00 | 58.00 |

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 section 3.1 of Attachment 1 – About the framework.

The maximum number of Bidders for Lot 2 of this framework may increase where two (2) or more Bidders have tied scores in last position only, or in accordance with the process described for Lot 2 below under 12.2 Reserved Rights.

12.2 Reserved Rights

**Lot 1 Only**

* + 1. We will offer the number of agencies a Framework Contract as set out in paragraph 3 of **Attachment 1 – About the framework.** For the avoidance of doubt the maximum number of suppliers for Lot 1 is one (1).
		2. Where there are two or more Bidders who have tied Final Scores and are placed in the first position for Lot 1, CCS will apply a tie breaker and the Bidder who obtained the highest Quality Score (including Social Value) will be awarded the Framework Contract for Lot 1. This will be the combined weighted score for B1, B2, B3, C1, C2, E2.
		3. In the event that there are still two or more Bidders who have tied scores and are placed in first position following the tie break process outlined in paragraph 1.1.2 then CCS will use the Quality Score obtained for question C2 as a further tiebreaker criteria. This means the Bidder who obtained the highest score for question C2 will then be awarded the Framework Contract for Lot 1.
		4. Should the successful Supplier of Lot 1 decline to accept the Framework Contract for Lot 1, then the Lot 1 Framework Contract will be offered to the next ranked Bidder for Lot 1, until the Framework Contract has been accepted. In the event the next ranked Bidder for Lot 1 is offered the Lot 1 Framework Contract and has also been successful in Lot 2, CCS reserves the right to withdraw the offer of a Framework Contract for Lot 2.

**Lot 2 Only:**

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 Lot 2 is 7th position.

**Example:**

If the Bidder in 7th place, last position has a Final Score of 70.00

The calculation we will use is:

Lot 2 - 7th place Bidder’s Final Score is 70.00

1% of 70.00 = 0.70

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

70.00 - 0.70 = 69.30

So, any Bidder whose Final Score is 69.30 or above will be awarded a Lot 2 place on the Framework.

12.3 Intention to Award

Bidders can submit a bid for more than one Lot. However, a bidder cannot be awarded a Framework Contract for both Lot 1 and 2. If you do submit bids for both Lot 1 and Lot 2 you can only be awarded a Framework contract for one Lot, as described below:

If you are ranked in first position in Lot 1 based on your Final Score then you will be awarded the Lot 1 Framework Contract and cannot be awarded a Lot 2 Framework Contract.

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, this means 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.

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 that have not been challenged.

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

12.4 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:

● Employer’s (Compulsory) Liability Insurance = £5,000,000

● Public Liability Insurance = £5,000,000

● Product Liability Insurance = £5,000,000

● Professional Indemnity Insurance = £5,000,000

● Cyber Essentials Plus Certificate (Or Equivalent evidence)

● ISO 9001 Quality Management Certificate (Or Equivalent evidence)

● ISO 27001 Information Security Management Certificate

● ISO 22301 Business Continuity Certificate (Or Equivalent evidence)

● ISO 14001 Environmental Management Certificate (Or Equivalent

evidence)

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 will mean that we will withdraw our offer of a Framework Contract.