



Crown
Commercial
Service

Invitation to tender

Attachment 2 – How to bid

RM6299 Office Solutions

Contents

1. How to Make your Bid	1
2. Selection Stage	2
3. Selection Process	3
4. Selection Criteria	3
5. Selection Questionnaire	3
6. Award Stage	3
7. Award Criteria	4
8. Award Process	5
9. Quality Evaluation	7
10. Award Quality Questionnaire	10
11. Price Evaluation	20
12. Final Decision to Award	24

1. How to Make your Bid

- 1.1 Your bid must be made by the organisation that will be responsible for providing the goods and/or services if your bid is successful.
- 1.2 You may bid for one or more of the lots, ensure you read paragraph 3.1 of Attachment 1 About the framework.
- 1.3 Your bid must be **entered into the eSourcing suite**.
We can only accept bids that we receive through the eSourcing suite.
- 1.4 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.
- 1.5 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.

- 1.6 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 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.
- 1.7 Upload **ONLY** those attachments we have asked for.
Do not upload any attachments we haven't asked for.
- 1.8 Make sure you answer every question.
- 1.9 You must submit your bid before the bid submission deadline, in paragraph 5 "Timelines for the competition" in Attachment 1 - About the framework.
- 1.10 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.

- 1.11 If anything is unclear, or you are unsure how to complete your bid submission, you can raise a question before the clarification question deadline, via the eSourcing suite.

Read paragraph 6 “When and how to ask questions” in Attachment 1 - About the Framework.

- 1.12 We may require you to clarify aspects of your bid in writing and/or provide additional information.

Failure to respond within the time required, or to provide an adequate response will result in the rejection of your bid and your exclusion from this competition.

2. Selection Stage

- 2.1 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.

- 2.2 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.

- 2.3 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.

- 2.4 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.

3. Selection Process

- 3.1 After the bid submission deadline, we will check all bids to make sure we have received everything we have asked for.
- 3.2 We may ask you to clarify information you provide, if that is necessary.
Don't forget to check for messages in the eSourcing suite throughout the competition.
You must log on to the eSourcing suite and access your message inbox for this competition to check for messages.
- 3.3 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.
- 3.4 Not all selection questions need guidance as the questions are self-evident. However, other questions such as the financial question, require a process to be undertaken before we can assess your response.
In those instances, we have told you what we will do in the **evaluation guidance**.

4. Selection Criteria

- 4.1 We may exclude you from the competition at the selection stage if:
- you receive a 'fail' for any of the evaluated selection questions.
 - any of the information you have provided proves to be false or misleading.
 - you have broken any of the competition rules in Attachment 1 About the framework, or not followed the instructions given in this ITT pack.
- 4.2 If we exclude you from the competition, we will tell you and explain why.

5. Selection Questionnaire

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

6. Award Stage

- 6.1 If you have successfully passed the selection stage, you will proceed to the award stage.
- 6.2 We have tried to make our award stage as simple as possible, whilst achieving the best possible commercial outcomes.

- 6.3 Your bid must deliver what our Buyers need, at the best possible price you can give.
- 6.4 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 and evaluation criteria and response parameters and required format.
 - Read the contract terms set out in Attachment 9 Framework Documents.
 - If you are unsure, ask questions before the clarification questions deadline See section 5 'Timelines for the competition' and paragraph 5 '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.

7. Award Criteria

- 7.1 The Award Stage consists of a quality evaluation (see paragraph 9 of this document) and a price evaluation (see paragraph 11 of this document).
- 7.2 The award of this framework will be on the basis of the 'Most Economically Advantageous Tender' (MEAT).

7.3 Lots 1 and 3

For Lots 1 and 3, Bidders who have met or exceeded the minimum quality thresholds (see paragraph 8.2) will be invited to participate in the eAuction (see paragraph 11.3 of this document).

7.4 Lot 2

For Lot 2, Bidders who have met the minimum quality thresholds (see paragraph 8.2) will progress to the price evaluation.

In this competition, for Lot 2 the weighting quality evaluation is 50 marks (including Social Value with criteria and weighting in line with PPN 06/20) and the weighting for the price evaluation is worth 50 marks.

Please see the table below for the weightings breakdown:

Quality Evaluation	Social Value Evaluation	Price Evaluation
40% (AQ1/AQ2/AQ3)	10% (AQ4)	50% (PQ1/PQ2/PQ3)

8. Award Process

8.1 What YOU need to do

- Answer the quality questions in section A and section B of the quality questionnaire in the eSourcing suite in the Technical Envelope.
- Complete the Attachment 3 price matrix for the lot(s) for which you are bidding.
- Upload your completed Attachment 3 Pricing Matrix for the Lot(s) for which you are bidding into the eSourcing suite, in the Commercial Envelope to the relevant question in the below table:

Lot	Pricing Attachments to be completed	Upload completed pricing matrix to following questions
Lot 1	Attachment 3a - Pricing Matrix Lot 1	PQ1
Lot 2	Attachment 3b - Pricing Matrix Lot 2	PQ2
Lot 3	Attachment 3c - Pricing Matrix Lot 3	PQ3

8.2 What WE will do at the award stage

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.	<p>Moderation</p> <p>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.</p>
5.	<p>Quality Threshold</p> <p>Lots 1 and 3</p> <p>For Lot 1 and Lot 3, there is a minimum quality score threshold set per question.</p> <p>For Lot 1 and Lot 3, there is a minimum weighted quality score threshold of 55.00 out of 100.</p> <p>The minimum quality score thresholds per question are as follows;</p> <p>AQ1 - minimum quality score = 50</p> <p>AQ2 - minimum quality score = 50</p> <p>AQ3 - minimum quality score = 50</p> <p>AQ4 - minimum quality score = 25</p> <p>If you have not met the minimum quality score threshold per question we will reject your bid and you will be excluded from the competition.</p> <p>For Lots 1 and 3, if you meet the minimum quality score threshold per question, but you have not met the minimum weighted quality score threshold of 55.00 out of 100, we will reject your bid and you will be excluded from the competition for Lots 1 and 3.</p> <p>We will tell you that your bid has been excluded from the competition and why.</p> <p>If you meet or exceed the minimum weighted quality threshold of 55.00, your bid will progress to the 'Reverse Only Price eAuction' as detailed below in paragraph 11.3.</p> <p>Refer to tables at paragraph 9 for an example of how your quality score for lots 1 and 3 will be calculated.</p> <p>Lot 2</p> <p>For Lot 2, there is a minimum quality score threshold set per question.</p> <p>For Lot 2, there is a minimum weighted quality score threshold of 50.00 out of 100.</p> <p>The minimum quality score thresholds per question are as follows;</p> <p>AQ1 - minimum quality score = 25</p> <p>AQ2 - minimum quality score = 25</p> <p>AQ3 - minimum quality score = 25</p> <p>AQ4 - minimum quality score = 25</p> <p>If you have scored 0 on any of the award questions, we will reject your bid and you will be excluded from the competition.</p> <p>For Lot 2, if you meet the minimum quality scores threshold per question, but you have</p>

	<p>not met the minimum weighted quality score threshold of 25.00 out of 50, we will reject your bid and you will be excluded from the competition.</p> <p>If you meet or exceed the Lot 2 minimum weighted quality threshold out of 50, your bid will progress to the Lot 2 Price Evaluation scoring as detailed below in paragraph 11.</p> <p>Refer to tables at paragraph 9 for an example of how your quality score for lot 2 will be calculated.</p>
6.	<p>Evaluate Pricing</p> <p>For Lots 1 and 3, bidders who meet or exceed the minimum weighted quality thresholds described above will take part in a 'Reverse Price Only eAuction' for the Lot(s) they are bidding for, as detailed below in paragraph 11.3</p> <p>For Lot 2, we will give your pricing to the price evaluation panel, who are different evaluators from those who assess your quality responses.</p> <p>They will calculate your price score using the evaluation criteria in paragraph 11 – Price Evaluation.</p>
7.	<p>Final Score</p> <p>Lots 1 and 3 - Your final score for the Lot(s) you have bid for will be determined by the "Reverse Price Only eAuction" as detailed below in paragraph 11.3.</p> <p>Lot 2 - Your quality score will be added to your price score, to create your final score as illustrated in paragraph 12 Final decision to award.</p>
8.	<p>Award</p> <p>Awards will be made to the successful bidders following the standstill period, subject to contract.</p>

9. Quality Evaluation

9.1 The following Section A questions are Mandatory questions, for the Lot(s) you are bidding for, and will be evaluated PASS/FAIL:

Question 2.1.1 and 2.1.2 - Mandatory Service Requirement (Compliance with Framework Schedule 1 (Specification)

Question 2.2 - Mandatory Service Requirement Lot 1 (Compliance with Framework Schedule 1 (Specification)

Question 2.3 - Mandatory Service Requirement Lot 2 (Compliance with Framework Schedule 1 (Specification)

Question 2.4 - Mandatory Service Requirement Lot 3 (Compliance with Framework Schedule 1 (Specification)

If you answer NO to the question(s), for the Lot(s) you are bidding for, 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.

- 9.2 The Section B Generic Questions 2.5, 2.6, 2.7 and 2.8 must ALL be answered only once each, irrespective (regardless) of how many lot(s) you are bidding for.
- 9.3 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.
- 9.4 Each of the quality questions, in section B of the quality questionnaire will be independently assessed by our evaluation panel.
- 9.5 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.
- 9.6 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.
- 9.7 Please see tables A and B below for an example of how your quality score will be calculated.

Table A – Lots 1 and 3

Question		Question Weighting	Minimum acceptable question score	Maximum score available	Your final mark	Your weighted mark
2.5	AQ1 Onboarding and Implementation (All Lots)	25%	50	100	100	25.00
2.6	AQ2 Ordering Methods and Continuity and Assurance of Supply (All Lots)	25%	50	100	100	25.00
2.7	AQ3 Quality, Continuous Improvement and Best Value (All Lots)	30%	50	100	100	30.00
2.8	AQ4 Social Value (All Lots)	20%	25	100	100	20.00
Quality score						100.00

Table B – Lot 2

Question		Question Weighting	Minimum acceptable question score	Maximum mark available	Your final mark	Your weighted mark	Your Final Mark for Lot 2 (Weighted 50%)
2.5	AQ1 Onboarding and Implementation (All Lots)	25%	25	100	100	25.00	12.50
2.6	AQ2 Ordering Methods and Continuity and Assurance of Supply (All Lots)	25%	25	100	100	25.00	12.50
2.7	AQ3 Quality, Continuous Improvement and Best Value (All Lots)	30%	25	100	100	30.00	15.00
2.8	AQ4 Social Value (All Lots)	20%	25	100	100	20.00	10.00
Quality score						100.00	50.00

10. Award Quality Questionnaire

10.1 The quality questionnaire is split into three sections:

- Section A – Mandatory questions
- Section B – Generic questions

10.2 A summary of all the questions in the quality questionnaire, along with the marking scheme, and weightings for each question is set out below:

Question		Marking scheme	Weighting %		
			Lot 1	Lot 2	Lot 3
2.1	Compliance with Framework Schedule 1	Pass/Fail	N/A	N/A	N/A
2.2	Mandatory Service Requirement Lot 1	Pass/Fail	N/A	N/A	N/A
2.3	Mandatory Service Requirement Lot 2	Pass/Fail	N/A	N/A	N/A
2.4	Mandatory Service Requirement Lot 3	Pass/Fail	N/A	N/A	N/A
2.5	AQ1 Onboarding and Implementation (All Lots)	100/75/50/25/0	25	12.5	25
2.6	AQ2 Ordering Methods and Continuity and Assurance of Supply (All Lots)	100/75/50/25/0	25	12.5	25
2.7	AQ3 Quality, Continuous Improvement and Best Value (All Lots)	100/75/50/25/0	30	15	30
2.8	AQ4 Social Value (All Lots)	100/75/50/25/0	20	10	20

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.

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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Section A – Mandatory Service Requirements - Lot 1	
2.2.2 Compliance with Framework Schedule 1 (Specification)	
<p>If you are awarded a framework contract, will you unreservedly deliver in full, all the mandatory service requirements as set out in Framework Schedule 1 (Specification).</p> <p>Please answer 'Yes' or 'No' or N/A if you are not applying for Lot 1.</p> <p>Yes - You will unreservedly deliver in full all the Lot 1 mandatory service requirements as set out in Framework Schedule 1 (Specification).</p> <p>No - You will not, or cannot, deliver in full all the Lot 1 mandatory service requirements as set out in Framework Schedule 1 (Specification).</p> <p>N/A - You are not applying for Lot 1.</p>	
2.2.2 Response guidance	
<p>This is a Pass/Fail question.</p> <p>If you cannot or are unwilling to select 'Yes' to this question, you will be disqualified from further participation in this competition.</p> <p>You are required to select either option YES, NO or N/A from the drop-down list.</p> <p>Providing a 'Yes' response means you will unreservedly deliver in full all the Lot 1 mandatory service requirements as set out in Framework Schedule 1 (Specification).</p> <p>If you select 'No' (or do not answer the question) to indicate that you will not, or cannot, deliver in full all the Lot 1 mandatory service requirements as set out in [Framework Schedule 1 (Specification) you will be excluded from further participation in this competition.</p>	
Marking scheme	Evaluation guidance
Pass	<p>You have selected option 'Yes' confirming that you will unreservedly deliver in full all the Lot 1 mandatory service requirements as set out in Framework Schedule 1 (Specification).</p> <p>OR</p> <p>You have selected option N/A confirming that you are not applying for Lot 1.</p>
Fail	<p>You have selected 'No' confirming that you will not, or cannot, deliver in full all the Lot 1 mandatory service requirements as set out in Framework Schedule 1 (Specification).</p> <p>OR</p> <p>You have not selected either 'Yes' or 'No' or N/A.</p>

Section A – Mandatory service requirements - Lot 2

2.3.2 Compliance with Framework Schedule 1 (Specification)

If you are awarded a framework contract, will you unreservedly deliver in full, all the mandatory service requirements as set out in Framework Schedule 1 (Specification).

Please answer 'Yes' or 'No' or N/A if you are not applying for Lot 2.

Yes - You will unreservedly deliver in full all the Lot 2 mandatory service requirements as set out in Framework Schedule 1 (Specification).

No - You will not, or cannot, deliver in full all the Lot 2 mandatory service requirements as set out in Framework Schedule 1 (Specification).

N/A - You are not applying for Lot 2.

2.3.2 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, NO or N/A from the drop down list.

Providing a 'Yes' response means you will unreservedly deliver in full all the Lot 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 the Lot 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 the Lot 2 mandatory service requirements as set out in Framework Schedule 1 (Specification). OR You have selected option N/A confirming that you are not applying for Lot 2.
Fail	You have selected 'No' confirming that you will not, or cannot, deliver in full all the Lot 2 mandatory service requirements as set out in Framework Schedule 1 (Specification). OR You have not selected either 'Yes' or 'No' or N/A.

Section A – Mandatory service requirements - Lot 3

2.4.2 Compliance with Framework Schedule 1 (Specification)

If you are awarded a framework contract, will you unreservedly deliver in full, all the mandatory service requirements as set out in Framework Schedule 1 (Specification).

Please answer 'Yes' or 'No' or N/A if you are not applying for Lot 3.

Yes - You will unreservedly deliver in full all the Lot 3 mandatory service requirements as set out in Framework Schedule 1 (Specification).

No - You will not, or cannot, deliver in full all the Lot 3 mandatory service requirements as set out in Framework Schedule 1 (Specification).

N/A - You are not applying for Lot 3.

2.4.2 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, NO or N/A from the drop down list.

Providing a 'Yes' response means you will unreservedly deliver in full all the Lot 3 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 the Lot 3 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 the Lot 3 mandatory service requirements as set out in Framework Schedule 1 (Specification). OR You have selected option N/A confirming that you are not applying for Lot 1.
Fail	You have selected 'No' confirming that you will not, or cannot, deliver in full all the Lot 3 mandatory service requirements as set out in Framework Schedule 1 (Specification). OR You have not selected either 'Yes' or 'No' or N/A.

Section B – Quality Questions All Lots

2.5.2 Requirement:

AQ1 - Onboarding and Implementation

CCS requires Bidders to demonstrate how they shall ensure they onboard Buyers effectively to this Framework Contract and ensure a successful implementation against varying requirements.

2.5.2 AQ1 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 include:

- a. how you will work with Buyers to identify and build their bespoke core list (which can be a combination of products from the CCS Core List and Non-Core), ensuring it meets their Office Supplies requirements and achieves value for money as specified in paragraph 2 of Framework Schedule 1/Attachment 1a Specification;
- b. how you will effectively onboard Buyers, including any digital integration requirements and aligning suitably qualified key personnel as specified in paragraph 5 of Framework Schedule 1/Attachment 1a Specification; and
- c. how you will identify any key risks associated with onboarding multiple Buyers (including mitigation actions), including how you will increase resource levels, where required, to achieve key milestones within the onboarding process in line with Framework Schedule 1/Attachment 1a Specification.
- d. how you will work with Buyer(s) to identify their security requirements including those who require additional security measures which may include undertaking deliveries to sensitive locations. How you will ensure you have in place personnel with the required level of security clearance and screening to meet the Buyer(s) security requirements, as specified in Annex D of Framework Schedule 1/Attachment 1a Specification.

Your response should be limited to, and focused on, each of the component parts of the question posed (a to d).

You must not make generalised statements or give irrelevant information.

Please attend to layout, spelling, punctuation and grammar.

Address each of the component parts in the order they are listed in this response guidance.

State which part you are responding to.

Maximum character count – 8,000 characters including spaces and punctuation.

You must not exceed the character count within the e-Sourcing suite.

Responses must include spaces between words.

No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.

You are required to insert your response to this question in the technical envelope in boxes 2.5.2, 2.5.3, 2.5.4 and 2.5.5, 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	<p>The bidder's response has not fully addressed any of the 4 component parts (a to d) of the response guidance above.</p> <p>OR</p> <p>A response has not been provided to this question.</p>

2.6.2 Requirement:

AQ2 - Ordering Methods and Continuity and Assurance of Supply

CCS requires Bidders to ensure a seamless ordering experience for Buyers, including digital catalogue integration where required, and effectively manage their supply chain management for assurance and continuity of supply.

2.6.2 AQ2 - 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 describe:

- how you will fulfil orders placed by Buyers, which will comprise of products from the CCS Core List and Non-Core products, including details of how you will fulfil the requirements of the delivery options as specified in paragraph 2.2 and Annex D of Framework Schedule 1/Attachment 1a Specification;
- how you will work with Buyers who wish to procure through digital integration with their own e-procurement or financial systems, including how the Buyers product choices will be hosted (both Core List and Non-Core) and how you will ensure compatibility with the

Buyers e-procurement and financial systems in line with paragraph 3.7 of Framework Schedule 1/Attachment 1a Specification;

- c. how you will effectively manage your supply chains, paying particular attention to vetting, stock levels and managing pricing in line with Framework Schedule 1/Attachment 1a Specification.

This includes how you will ensure stability (during periods of increased demand and national and worldwide shortages) and suitable infrastructure (for example, warehousing, storage and access to ports).

Please include details of how this was managed over the last three years during global supply challenges; AND

- d. how you will identify and manage risks within the supply chain, ensuring business as usual is unaffected, including how you will manage communication to both CCS and Buyers where key risks are identified as specified in paragraph 3.2.7.4 and paragraph 4 of Framework Schedule 1/Attachment 1a Specification.

Your response should be limited to, and focused on, each of the component parts of the question posed (a to d).

You must not make generalised statements or give irrelevant information.

Please attend to layout, spelling, punctuation and grammar.

Address each of the component parts in the order they are listed in this response guidance.

State which part you are responding to.

Maximum character count – 8,000 characters including spaces and punctuation.

You must not exceed the character count within the e-Sourcing suite.

Responses must include spaces between words.

No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.

You are required to insert your response to this question in the technical envelope in boxes 2.6.2, 2.6.3, 2.6.4 and 2.6.5, each box has a character count of 2,000 characters.

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	<p>The bidder's response has not fully addressed any of the 4 component parts (a to d) of the response guidance above.</p> <p>OR</p> <p>A response has not been provided to this question.</p>
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2.7.2 Requirement:

AQ3 - Quality, Continuous Improvement and Best Value

CCS requires Bidders to ensure that product quality and service standards are maintained throughout the life of the Framework Contract, including continuous improvement, ensuring value for money and monitoring customer satisfaction.

2.7.2 AQ3 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 describe:

- a. how you will ensure that all products meet the required minimum quality standards, including how you will identify defective and not fit for purpose products, as well as how you will provide suitable replacements and communicate this to the Buyers and/or CCS as specified in paragraph 1 of Framework Schedule 1/Attachment 1a Specification;
- b. how you will actively incorporate and communicate continuous improvement throughout the Framework Contract for all products sold to Buyers (Core List and Non-Core), ensuring value for money, innovation, new products, increased green products and reduced costs as specified in paragraph 5.4.2 of Framework Schedule 1/Attachment 1a Specification;
- c. how you will work with Buyers to ensure they achieve best value throughout the Call-Off Contract, including how you will review delivery options being utilised and products being purchased, as well as how you will work with the supply chain to manage pricing and utilise aggregated volumes as specified in paragraph 4.2.4.4 of Framework Schedule 1/Attachment 1a Specification; AND
- d. how you will manage customer satisfaction, both measuring and monitoring, as well as how you will respond to areas for improvement or negative feedback, resolve any issues and prevent recurrence in line with paragraph 3.5 of Framework Schedule 1/Attachment 1a Specification.

Your response should be limited to, and focused on, each of the component parts of the question posed (a to d).

You must not make generalised statements or give irrelevant information.

Please attend to layout, spelling, punctuation and grammar.

Address each of the component parts in the order they are listed in this response guidance.

State which part you are responding to.

Maximum character count – 8,000 characters including spaces and punctuation.

You must not exceed the character count within the e-Sourcing suite.

Responses must include spaces between words.

No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.

You are required to insert your response to this question in the technical envelope in boxes 2.7.2, 2.7.3, 2.7.4 and 2.7.5, each box has a character count of 2,000 characters.

Marking scheme	Evaluation criteria
100	The bidder's response fully addresses all 4 of the component parts (a to d) of the response guidance above.
75	The bidder's response fully addresses 3 of the 4 component parts (a to d) of the response guidance above.
50	The bidder's response fully addresses 2 of the 4 component parts (a to d) of the response guidance above.
25	The bidder's response fully addresses 1 of the 4 component parts (a to d) of the response guidance above.
0	The bidder's response has not fully addressed any of the 4 component parts (a to d) of the response guidance above. OR A response has not been provided to this question.

Section B – Quality Questions All Lots

2.8.2 Requirement:

AQ4 - Social Value

Social Value is a priority in all central government procurements and must be considered by all wider public sector buyers.

Bidders are therefore required to demonstrate how they will drive and support social value, at both a framework and call-off level.

Please describe how you will deliver against the priorities as listed below and as referenced in Framework Schedule 1 - Specification (Our Social Value Priorities), including details of your proposed SMART targets

2.8.2 AQ4 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:

- a. 'Fighting climate change' enables a broad range of environmental contributions and activities such as improvement measures (eg. plastic reduction) and working towards carbon net zero (CNZ).
Please explain your current initiatives aligned to this and your proposed SMART targets to demonstrate their application through this Framework Contract as specified in paragraph 4.1.8.1 of Framework Schedule 1/Attachment 1a Specification including, but not limited to:
 - how you are, and will, work with Suppliers in your supply chain to reduce environmental impact, including reducing use of single use plastics, providing details on targets achieved to date and any future targets
 - how you will track and improve your carbon footprint and waste to landfill, providing details on targets achieved to date and any future targets
 - how you will identify products which are sustainably sourced, linked directly to the scope of this agreement, providing details on targets achieved to date and any future targets;
- b. 'Tackling economic inequality' enables contributions and activities that build and support businesses and jobs. It also enables activities that promote the resilience and capacity of supply chains including diversity and innovation.
Please explain your current initiatives aligned to this and your proposed SMART targets to demonstrate their application through this Framework Contract as specified in paragraph 4.1.8.2 of Framework Schedule 1/Attachment 1a Specification including, but not limited to:
 - details regarding the diversity of your supply chain to deliver this agreement (for example, the inclusion of SMEs, VCSEs, etc)
 - how you will work with your supply chain to deliver in a sustainable manner on suitable initiatives (for example, supporting innovation, resilience, and capacity)
 - how you will support the development of scalable and future-proofed new methods to modernise delivery and increase productivity; AND
- c. 'Equal opportunity' enables contributions and activities that tackle workforce inequality (e.g. upskilling, fair pay and supporting the progression of people from disadvantaged groups). It also tackles modern slavery within the supply chain.
Please explain your current initiatives aligned to this and your proposed SMART targets to demonstrate their application through this Framework Contract as specified in paragraph 4.1.8.3 of Framework Schedule 1/Attachment 1a Specification including, but not limited to:
 - how you will identify and manage the risks of modern slavery in the delivery of this contract and within your supply chain, including details of how this is managed currently

- how you will identify and tackle inequality in employment, skills and pay in the workforce, including creating employment and training opportunities, providing details on targets achieved to date and any future targets

- how you will support in-work progression to help people, including those from disabled, disadvantaged or minority groups, to move into higher paid work by developing new skills relevant to the services, providing details on targets achieved to date and any future targets

d. how you will identify and manage the risks of modern slavery in the delivery of this contract including your supply chain as specified in paragraph 4.3 of Framework Schedule 1/Attachment 1a Specification, including but not limited to:

- details of how this is managed currently and;

- the measures used to identify, mitigate and manage modern slavery risks within your supply chain especially relating to the framework and call off contracts and how these will be implemented.

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 – 10,000 characters including spaces and punctuation.

You must not exceed the character count within the e-Sourcing suite.

Responses must include spaces between words.

No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.

You are required to insert your response to this question in the technical envelope in boxes 2.8.2, 2.8.3, 2.8.4, 2.8.5 and 2.8.6, 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	<p>The bidder's response has not fully addressed any of the 4 component parts (a to d) of the response guidance above.</p> <p>OR</p> <p>A response has not been provided to this question.</p>

11. Price Evaluation

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

11.1 How to complete your pricing matrix:

Read and understand the instructions in the pricing matrix, and in this paragraph, before submitting your prices.

Your prices should compare with the quality of your offer.

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

The margin applied in your submission must not increase through the Framework Term and must be declared in the appropriate column on the Core List tab in the attachment 3 pricing matrix.

You should also take into account our management charge of 0.5% which shall be paid by you to us, as set out in the Framework Award form.

You must read and understand the information on TUPE in paragraph 8 of Attachment 1 – About the framework.

You are reminded that it is your responsibility to take your own advice and consider whether TUPE is likely to apply and to act accordingly.

You are encouraged to carry out your own due diligence exercise on the application of TUPE when completing your pricing matrix.

Your prices submitted must:

- exclude VAT.
- be exclusive of expenses/travel and subsistence
- be in british pounds sterling,
- 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 Framework Schedule 3 – Framework Prices.

You must download and complete the pricing matrix Attachment 3 for the Lot(s) 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 at question PQ1 for Lot 1, PQ2 for Lot 2 and PQ3 for Lot 3 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.

11.2 Price evaluation process - Lot 2

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 or percentage 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.

For **Lot 2** the Bidder with the lowest total basket price will be awarded the maximum mark available (a price score of 50.00).

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 **Lot 2**, is as follows:

Price Score =	$\frac{\text{Lowest total basket price}}{\text{Bidder's total basket price}} \times 50 \text{ (maximum Price Score available)}$
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Example applicable for Lot 2:

Bidder A		Bidder B		Bidder C
Total basket price		Total basket price		Total basket price
£ 37,000,000.00		£ 44,300,000.00		£ 50,200,000.00

1. Bidder A has the lowest basket price of £37,000,000.00. Bidder A is awarded the maximum mark available for price, which is 50.00;

2. Bidder B submits a total basket price of £44,300,000.00. Bidder B is awarded a price score of 41.76
3. Bidder C submits a total basket price of £50,200,000.00 and is awarded a price score of 36.85

11.3 eAuction Process – Lots 1 and 3

We will check you have completed all the yellow cells in the Attachment 3 price matrix for each lot you are bidding for.

Failure to insert an applicable price or percentage may result in your bid being deemed non-compliant and may be rejected from this competition.

Remember zero or negative prices will not be accepted.

For Lots 1 and 3, the Prices submitted will be evaluated using a 'Reverse English Price Only electronic auction' ("**eAuction**").

eAuctions allow Bidders to bid in real time over an internet link for the Deliverables (Goods and Services) specified.

Following the conclusion of the quality evaluation, qualifying Bidders will be invited to participate in the eAuction.

Bidders will be provided with the eAuction Rules which will clearly set out what is expected of each Bidder within the eAuction and will detail the rules governing the eAuction. Bidders are requested to make themselves familiar with the content of the eAuction rules in advance of the live eAuction.

Bidders will be provided with a practice eAuction within the eAuction system to allow them to familiarise themselves with the technology. We strongly recommend that Bidders log into the practice eAuction in order for them to fully prepare for the live eAuction. It is also recommended that Bidders take the time to consider their bidding strategy and walk away price in advance of the live eAuction.

We will use the 'Reverse English Price Only eAuction' to determine which Bidder will be awarded the Framework Contract, this requires Bidders to compete to offer the lowest price to supply the Deliverables (goods and/or services) that are being procured.

The Framework Contract for Lots 1 and 3 will be awarded to the Bidder whose price is the lowest and is ranked 1st at the end of the eAuction for the respective Lot (subject to due diligence).

During the eAuction, only the leading bid, your prices submitted and your overall ranking in the eAuction is visible to you.

Should the lowest Bidder for Lot 1 or Lot 3 decline to accept the offer of a Framework Contract post eAuction, then it will be offered to the next lowest Bidder until it has been accepted.

As per paragraph 3.6 of Attachment 1 – About the Framework, bidders will not be awarded the Framework Contract on Both Lots 1 and 3 in the event that you are the lowest Bidder for both Lots.

The Lot preference selected at 1.15.2 of the Selection (Qualification) Questionnaire will be the Lot that you are awarded.

In the Lot that you did not select as your preference, the next lowest Bidder in this lot will be offered the Framework Contract until it has been accepted.

CCS reserves the right to not perform an eAuction and to revert to a sealed bid price evaluation, where the lowest price will be awarded maximum Price Score (a Price Score of 100.00).

In this instance, all other bids would be awarded a Price Score as follows:

$$\text{Price Score} = \frac{\text{Lowest Total Basket Price}}{\text{Bidders total basket price}} \times 100.00 \text{ (maximum mark available)}$$

The Bidder with the highest Price Score will be declared the winning Bidder and will be awarded the framework contract.

11.4 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** or 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.

12. Final Decision to Award

12.1 How we will calculate your final score

Lots 1 and 3

For **Lots 1 and 3**, we will award based on the criteria set out above in paragraph 11.3 following the eAuction.

Please refer to Attachment 10a eAuction Rules for example calculations for the eAuction process for these lots.

If you have submitted a bid for Lot 1 and 3 and are successful on both lots, you will only be awarded a place on the lot you have told us in question 1.15.2 of the Selection (Qualification) Questionnaire is your preference.

You are not allowed to be awarded a framework contract on both Lot 1 and Lot 3.

For Example:

Bidder A has submitted bids for Lot 1 and Lot 3 and has ranked first in the eAuction outcome for both Lot 1 and Lot 3.

Bidder A confirmed in question 1.15.2 that their Lot preference is Lot 1. Therefore, Bidder A will be awarded the Framework Contract for Lot 1.

Bidder B submitted a bid for Lot 3 only and has ranked second in the eAuction outcome for Lot 3. Therefore, as Bidder A has been awarded the Lot 1 Framework Contract, Bidder B will be awarded the Framework Contract for Lot 3.

Bidders may be awarded a place on Lots 1 and 2 or Lots 2 and 3.

Lot 2

For **Lot 2**, we will add your quality score to your price score to calculate your final score.

Lot 2 Example:

Bidder	Quality score	Price score	Final score
	(Maximum score available 50)	(Maximum score available 50)	(Maximum score available 100)
Bidder A	50.00	50.00	100.00
Bidder B	37.50	42.50	80.00
Bidder C	25.00	35.00	60.00

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

We will offer the number of bidders a framework contract as set out in paragraph 3 of attachment 1 – about the framework.

The maximum number of Bidders for lot 2 is as follows:

Lot	Anticipated Maximum number of Suppliers per Lot
2	All suppliers who submit a fully compliant bid and meet the Minimum Quality Threshold will be awarded a Framework Contract

12.2 Intention to Award

You can submit a bid for one or more lots.

Any bidder submitting a bid for Lot 1 must also place a bid for Lot 2.

There is no such restriction for Lot 3 bidders.

Bidders cannot be awarded a place on both Lot 1 & Lot 3.

Bidders will be asked to submit a preference between Lots 1 & Lot 3 in selection question 1.15.2.

The Lot preference selected at 1.15.2 of the Selection (Qualification) Questionnaire will be the Lot that you are awarded.

In the Lot that you did not select as your preference, the next lowest Bidder in this lot will be offered the Framework Contract until it has been accepted.

We will tell you if you have been successful or unsuccessful via the eSourcing suite.

We will send an Intention to award letter(s) to all Bidders who are still in the competition i.e. who have not been excluded.

At this stage, a standstill period of ten (10) calendar days will start, the term standstill period is set out in regulation 87(2) of the Regulations.

During this time, you can ask questions that relate to our decision to award.

We cannot provide advice to unsuccessful Bidders on the steps they should take and they should seek independent legal advice, if required.

If during standstill we do receive a substantive challenge to our decision to award and the challenge is for a certain lot, we reserve the right to conclude a Framework Contract with successful Bidders for the lot(s) that have not been challenged.

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

12.3 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.

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.

These include the following:

- Cyber Essentials Basic or nationally recognised equivalent;

(Acceptable equivalents as follows:

PSN Compliance Certificate;
CSA Star Certification level 2 or above;
FedRAMP Certification;
PCI-DSS Certification;
SSAE Certification;
GBEST/CBEST Certification;
NIS CA Assurance Statement; or
ISO27001.

No other alternatives will be accepted.)

- ISO 9001;
- ISO 14001;
- Employer Liability £5,000,000.00 (£5m);
- Public Liability £10,000,000.00 (£10m); and
- Product Liability £5,000,000.00 (£5m).

You are required to send the documentary evidence of the above to no later than the date provided in the Intention to Award letter.

Failure to do so may mean that we will withdraw our offer of a Framework Contract.