



Crown
Commercial
Service

Invitation to Tender Attachment 2 – How to Bid

RM6285 Back Office Software 2

Contents

1.	22.
	43.
	54.
	55.
	66.
	67.
	68.
	79.
	810.
	1011.
defined.12.	

**Error! Bookmark not
31**

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 section 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 Questionnaire declarations and some part 3 selection questions in their own right. It is clearly indicated within the electronic Selection Questionnaire (a copy of which can be found at Attachment 2a Selection Questionnaire) when the consortium member completing the electronic Selection Questionnaire should respond on behalf of ALL consortium members for part 3 selection questions.
- 1.7 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 section 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 section 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.
- 2.5 In order to comply with PPN 02/23 – Tackling Modern Slavery, we require all Key Subcontractors you have named within Attachment 7 – Key Subcontractor Details to complete Attachment 4b – Information and Declarations_Key Subcontractor_Guarantor and the

completed documents must be attached to question 1.14.3 of the electronic Selection Questionnaire.

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 on a daily basis. You must log on to the eSourcing Suite and access your message inbox for this competition to check for messages.
- 3.3 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, 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.
- 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, evaluation criteria, and the instructions on response parameters and required format.
 - Read the contract terms set out at Attachment 9 - Framework Contract Documents.
 - If you are unsure, ask questions before the clarification questions deadline See section 5 'Timelines for the competition' and section 6 'When and how to ask questions' in attachment 1 - About the framework document.
 - Allow plenty of time to complete your responses; it always takes longer than you think to submit your bid via the eSourcing Suite and to ensure any completion errors are rectified before the bid submission deadline.
 - Your prices should be in line with the service level you offer in response to the award quality questions.

7. Award Criteria

- 7.1 The Award Stage consists of a quality evaluation (see sections 9 and 10 of this document) and a price evaluation (see section 11 of this document).

- 7.2 The award of this framework will be on the basis of the ‘Most Economically Advantageous Tender’ (MEAT).
- 7.3 In this competition, for both Lot 1 and Lot 2, the Quality weighting is 80% and the Price weighting is 20%.

8. Award Process

8.1 What YOU need to do

- answer the quality questions section A and section B of the quality questionnaire in the eSourcing Suite in the Technical Envelope.
- Answer the Lot specific quality questions in section C to D for all of the Lots you are bidding for.
- Complete the relevant Attachment 3 - Price Matrix for the Lots for which you are bidding.
- Upload your completed Attachment 3 - Price Matrix into the eSourcing Suite in the Commercial Envelope to question PQ1 (for Lot 1) & PQ2 (for Lot 2).

8.2 What WE will do at the award stage

1.	<p>Compliance Check</p> <p>First, we will do a check to make sure that you completed the questionnaires and price matrix in line with our instructions.</p>
2.	<p>Quality Evaluation</p> <p>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.</p>
3.	<p>Consensus</p> <p>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.</p>

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>In both Lot 1 and Lot 2, if you receive a mark of 0 (zero) for any of the quality questions (i.e. you do not meet a minimum Quality Score of 33), we will reject your bid and you will be excluded from the competition for the applicable Lot(s). We will tell you that your bid has been excluded from the competition and why.</p> <p>Refer to tables at section 9 for an example of how your Quality Score for each Lot will be calculated.</p>
6.	<p>Evaluate Pricing</p> <p>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 Questionnaire and Evaluation.</p>
7.	<p>Final Score</p> <p>Your Quality Score will be added to your Price Score, to create your Final Score as illustrated in Section 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 Questions in section A are mandatory and will be evaluated PASS/ FAIL. If you answer 'no' to one or more of the questions, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded and why.
- 9.2 Question 2.2.1 (Social Value Declaration) in Section B is a mandatory question and will be evaluated PASS/ FAIL. If you answer no to this question, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded and why.

- 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 sections C, D and E 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 In each Lot you have submitted a bid for, each weighted mark for each question will 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 in each Lot.

Table A – Lot 1

Question		Question Weighting	Maximum Mark Available	Your Final Mark	Your Weighted Mark
2.2.1	Social Value Declaration	10%	Pass = 100	100	10.00
2.3.1	Understanding Buyer and Solution Requirements	21%	100	66	13.86
2.4.1	Buyer Relationship Management	21%	100	33	6.93
2.5.1	Product Deployment, Scalability and Security	17.5%	100	100	17.50
2.6.1	Technical Capability	10.5%	100	100	10.50
Quality Score (out of 80)					58.79

Table B – Lot 2

Question		Question Weighting	Maximum Mark Available	Your Final Mark	Your Weighted Mark
2.2.1	Social Value Declaration	10%	Pass = 100	100	10.00
2.3.1	Understanding Buyer and Solution Requirements	21%	100	66	13.86
2.4.1	Buyer Relationship Management	21%	100	33	6.93
2.5.1	Product Deployment, Scalability and Security	17.5%	100	100	17.50
2.7.1	Technical Capability	10.5%	100	100	10.50
Quality Score (out of 80)					58.79

10. Award Quality Questionnaire

10.1 The quality questionnaire is split into 5 sections:

- Section A – Mandatory Questions
- Section B – Social Value Declaration
- Section C – Generic Questions
- Section D – Technical Question Lot 1
- Section E – Technical Question Lot 2

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
2.1.1	Accept Competition Rules	Pass/Fail	N/A	N/A
2.1.2	Accept Contract Terms	Pass/Fail	N/A	N/A
2.1.3	Compliance with Mandatory Service Requirements Framework Schedule 1 (Specification).	Pass/Fail	N/A	N/A
2.2.1	Social Value Declaration	Pass/Fail	10%	10%
2.3.1	Understanding Buyer and Solution Requirements	100/66/33/0	21%	21%
2.4.1	Buyer Relationship Management	100/66/33/0	21%	21%
2.5.1	Product Deployment, Scalability and Security	100/66/33/0	17.5%	17.5%
2.6.1	Technical Capability Lot 1	100/66/33/0	10.5%	NA
2.7.1	Technical Capability Lot 2	100/66/33/0	N/A	10.5%

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

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?
Yes - You accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules.

No - You will 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.

2.1.3 Compliance with Framework Schedule 1 (Specification)

If you are awarded a Framework Contract in any or all of Lots 1 – 2, will you unreservedly deliver in full the Deliverables for the applicable Lots, as set out in Framework Schedule 1 (Specification)?

Yes - You will unreservedly deliver in full all the Lot specific mandatory service requirements as set out in Framework Schedule 1 (Specification) for the Lot(s) that you are bidding for.

No - You will not, or cannot, deliver in full all the Lot specific mandatory service requirements as set out in Framework Schedule 1 (Specification) for the Lot(s) that 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 [or N/A] from the drop down list.

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

Section B – Social Value
2.2.1 Social Value Declaration
<p>Requirement:</p> <p>If you are awarded a Framework Contract, you must agree to promote and commit to delivering Social Value as an integral part of your service delivery, company policy and values, as set out in paragraph 9 of Framework Schedule 1 (Specification), and for each Call Off competition as specified by the buyer.</p> <p>In summary this may include:</p> <ul style="list-style-type: none"> • Equal Opportunity • Fighting Climate Change • Wellbeing
<p>2.2.1 Response guidance</p> <p>All bidders must answer this question</p>

This is a Pass/ Fail question. If you cannot or are unwilling to select 'Yes' to this question, you will be disqualified from further participation in this competition.

In order to satisfy this requirement, you must agree to promote and commit to delivering Social Value as an integral part of your service delivery, company policy and values. The Buyer can identify specific social value priorities that are within scope of the below Social Value themes and will be delivered as part of each Call-Off Contract:

- Equal Opportunity
- Fighting Climate Change
- Wellbeing

You are required to select option YES or NO from the drop down list in the technical envelope in box 2.2.1.

Where bidders have confirmed Yes, they will be awarded a score of 10.00 as part of the overall quality weighting and scores.

Marking scheme	Evaluation Guidance
<p style="text-align: center;">Pass</p> <p>This will mean you score 10.00</p>	<p>You have selected option 'Yes' confirming that you will unreservedly satisfy in full all of the Social Value requirements as set out in the response guidance above AND you have completed and uploaded your signed Attachment 11 – Social Value Declaration to question 2.2.2 of the Technical envelope</p>
<p style="text-align: center;">Fail</p> <p>This will mean you score 0 (zero) and you will be excluded from the competition.</p>	<p>You have selected 'No' confirming that you will not, or cannot, satisfy in full all of the Social Value requirements, as set out in the response guidance above.</p> <p>OR</p> <p>You have not selected either 'Yes' or 'No'.</p>

Section C – Generic Questions - Lot 1 and Lot 2

2.3.1 - Understanding Buyer and Solution Requirements

Requirement: Suppliers must be able to ensure sufficient and appropriate resource will be in place to gain a full understanding of a Buyer's and solution's requirement either during pre-sales or competition stage.

Please demonstrate how you will ensure your bid team or pre-sales staff are trained and have the capacity to comprehensively analyse and respond to a Buyer's requirement.

2.3.1 - Response Guidance

All Bidders must answer this question.

In order to satisfy the requirement, and the question associated with the requirement, you must clearly demonstrate:

- a) How you will provide effective advice to Buyers that will ensure licences provide best value to meet the Buyer's specific requirements, as set out in 4.3 of Framework Schedule 1 (Specification). Your response must include the processes, tools and assessment methodologies that you will use to conduct the initial assessment of the Buyer's requirement.
- b) How you will provide quotations for the total cost of ownership and demonstrate value for money when offering a fully costed proposal for a Buyer's requirement, as set out in paragraph 4.15 of Framework Schedule 1 (Specification). Your response must include how you will provide the Buyer with transparent itemised pricing, demonstrating value versus cost, whilst offering different commercial models to achieve better total cost of ownership.
- c) Your approach to training your pre-sales team on product functionality and continuous improvement, as set out in paragraph 4.8 of Framework Schedule 1 (Specification). Your response must demonstrate how your approach will ensure you deliver effective training to enable product capability demonstrations, allow end user testing, and develop case studies to show the value and benefits of your product to the Buyer.

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 keep answers succinct.

Bidders should refrain from making generalised statements, using acronyms which are not defined and providing information not relevant to the topic.

Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. Please state which part you are responding to.

You must insert your response into the text fields in the eSourcing suite. Each box has a character count of 2,000 characters

Maximum character count – 6,000 characters including spaces and punctuation.

You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words.

No attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.

Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas.

If you receive a mark of 0 (zero) for this question your bid will fail and will be excluded from the competition for the applicable Lot(s).

Marking Scheme 100/66/33/0

Marking Scheme	Evaluation Criteria
100	The bidder's response fully addresses all 3 of the component parts (a to c) of the response guidance above.
66	The bidder's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above.
33	The bidder's response fully addresses 1 of the 3 component parts (a to c) of the response guidance above.
0	The Bidder's response has not fully addressed any of the 3 component parts (a to c) of the response guidance above. OR A response has not been provided to this question.

2.4.1 - Buyer Relationship Management

Requirement: Ability to collaborate with Buyers to ensure that their product delivers the intended business objectives.

Demonstrate how you will deliver the required outcomes during delivery of the Buyers contract, focusing on how you will build a collaborative relationship with regular reporting, iterative improvement, and proactive troubleshooting.

2.4.1 - Response Guidance

All Bidders must answer this question.

You must insert your response into the text fields in the eSourcing Suite.

All bidders must answer this question.

In order to satisfy the requirement, and the question associated with the requirement, you must clearly demonstrate:

- a) How the training you provide to your staff will ensure effective delivery and management of the contract as a project. Your response must include a detailed description of the project management tools your organisation uses and how you develop staff to gain accreditation and appropriate experience.
- b) How you will provide proactive account management and ensure adherence with paragraph 4.26 of Framework Schedule 1 (Specification). Your response must include how you will ensure the Buyer can review and confirm if you are meeting Service Level Agreements (SLAs), Key Performance Indicators (KPIs), and Account Management deliverables as per paragraph 4.22 and 4.23 of Framework Schedule 1 (Specification).
- c) Your processes for effectively managing and resolving major service delivery failure. As a minimum your response must include issue identification and resolution processes, as well as status update reporting, and an escalation route for the Buyer.

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 keep answers succinct.

Bidders should refrain from making generalised statements, using acronyms which are not defined and providing information not relevant to the topic.

Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance.

Please state which part you are responding to.

You must insert your response into the text fields in the eSourcing suite. Each box has a character count of 2,000 characters

Maximum character count – 6,000 characters including spaces and punctuation.

You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words.

No attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.

Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas.

If you receive a mark of 0 (zero) for this question your bid will fail and will be excluded from the competition for the applicable Lot(s).

Marking Scheme 100/66/33/0

Marking Scheme	Evaluation Criteria
100	The Bidder's response fully addresses all 3 of the component parts (a to c) of the response guidance above.
66	The Bidder's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above.
33	The Bidder's response fully addresses 1 of the 3 component parts (a to c) of the response guidance above.
0	The Bidder's response has not fully addressed any of the 3 component parts (a to c) of the response guidance above. OR A response has not been provided to this question.

2.5.1 - Product Development, Security, and Scalability

Requirement:

Ability to effectively and securely deploy your product, allowing customers to scale where required.

Please demonstrate how you will effectively provide a complete scalable product for customers including: product development, security, implementation, and support.

2.5.1 - Response Guidance

All Bidders must answer this question.

You must insert your response into the text fields in the eSourcing Suite.

All bidders must answer this question.

In order to satisfy the requirement, and the question associated with the requirement, you must clearly demonstrate:

- a) How you will ensure that your software is developed and maintained to provide the Buyer with the functionality specified in their requirements at Call-Off. Your response must include how you will support Buyers to access your technology roadmap for software improvement and integration, as well as how you will monitor market trends for functional and nonfunctional requirements that your product currently meets or will provide in future iterations in accordance with 4.25 of Framework Schedule 1 (Specification).
- b) How you will ensure your software products are secure and do not represent an unmitigated risk to the Buyer's estate. Your response must include the measures and procedures you will implement in order to safeguard your systems and information assets against cyber attacks, unauthorised access and data leaks, as well as how you will maintain compliance with the security standards as outlined in sections 8.2.5.1, 8.2.5.2, 8.2.5.3 of Framework Schedule 1 (Specification).
- c) How you will support the Buyer to deploy, implement and configure your product on their estate. Your response must include how you will provide guidance for standardised configuration and infrastructure, as well as how you will ensure the product can be scaled to drive further cost efficiencies and benefits in accordance with 4.4 and 4.14 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 keep answers succinct.

Bidders should refrain from making generalised statements, using acronyms which are not defined and providing information not relevant to the topic.

Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. Please state which part you are responding to.

You must insert your response into the text fields in the eSourcing suite. Each box has a character count of 2,000 characters

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 not be taken into consideration for the purpose of evaluation.

Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas.

If you receive a mark of 0 (zero) for this question your bid will fail and will be excluded from the competition for the applicable Lot(s).

Marking Scheme 100/66/33/0

Marking Scheme	Evaluation Criteria
100	The Bidder's response fully addresses all 3 of the component parts (a to c) of the response guidance above.
66	The Bidder's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above.
33	The Bidder's response fully addresses 1 of the 3 component parts (a to c) of the response guidance above.
0	The Bidder's response has not fully addressed any of the 3 component parts (a to c) of the response guidance above. OR A response has not been provided to this question.

Section D – Lot 1 Only

2.6.1 - Technical Capability Lot 1

Requirement:

Capability to support Buyers with their requirements, matching Buyer strategic goals with product functionality and successful contract outcome.

Demonstrate how you will evaluate product deployment success, identify and deliver continuous improvement, and support Buyers to develop their requirements. This must include reference to your organisation's ability to provide expertise as the Original Equipment Manufacturer (OEM), or from the OEM of the software.

2.6.1 - Response Guidance

**You must answer this question if you are bidding for Lot 1.
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 clearly demonstrate:

- a) How you will develop, deploy and maintain products, including how you will ensure products remain fit for purpose and maintain interoperability with the Buyer's other existing and future systems roadmap, in accordance with 4.25 of Framework Schedule 1 (Specification)
- b) How you will monitor product usage and contract performance. Your response must include details of the tools, systems and processes you will use to ensure successful outcomes for the Buyer.
- c) How you will identify and deliver continuous improvement of your product(s) and service for the contract duration, through regular updates and innovation. Your response must include how you will identify areas for improvement whilst ensuring your product's new functionalities meet the Buyer's requirements in accordance with 4.17 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 keep answers succinct.

Bidders should refrain from making generalised statements, using acronyms which are not defined and providing information not relevant to the topic.

Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. Please state which part you are responding to.

You must insert your response into the text fields in the eSourcing suite. Each box has a character count of 2,000 characters

Maximum character count – 6,000 characters including spaces and punctuation.

You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words.

No attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.

Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas.

If you receive a mark of 0 (zero) for this question your bid will fail and will be excluded from the competition for Lot 1.

Marking Scheme 100/66/33/0

Marking Scheme	Evaluation Criteria
100	The Bidder's response fully addresses all 3 of the component parts (a to c) of the response guidance above.
66	The Bidder's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above.
33	The Bidder's response fully addresses 1 of the 3 component parts (a to c) of the response guidance above.
0	The Bidder's response has not fully addressed any of the 3 component parts (a to c) of the response guidance above. OR A response has not been provided to this question.

Section E – Lot 2 Only

2.7.1 - Technical Capability Lot 2

Requirement:

Capability to deliver and integrate a specialised solution within an existing estate.

Demonstrate how you will deliver and integrate a specialised solution within an existing estate.

2.7.1 - Response Guidance

**You must answer this question if you are bidding for Lot 2.
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 clearly demonstrate:

- a) How you will provide innovation in your product offerings with reference to paragraph 2 (Scope) of Framework Schedule 1 (Specification). Your response must include how you will innovate and optimise your offering under this framework.
- b) How you will build and maintain relationships with other suppliers within the Buyer's supply chain in reference to paragraph 4.24 of Framework Schedule 1 (Specification). Your response must demonstrate how you will leverage relationships within the supply chain and how your approach will ensure that you optimise your offering under this framework.
- c) How you will assess and deliver any required configuration requirements to integrate your software with the Buyer's systems. This must include how you will engage with the Buyer to understand the software on their estate, and how you will ensure your engineers are trained to integrate your solutions with that software to the satisfaction of the Buyer in accordance with 4.4 of Framework Schedule 1 (Specification).

Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information. Please keep

answers succinct.

Bidders should refrain from making generalised statements, using acronyms which are not defined and providing information not relevant to the topic.

Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. Please state which part you are responding to.

You must insert your response into the text fields in the eSourcing suite. Each box has a character count of 2,000 characters

Maximum character count – 6,000 characters including spaces and punctuation.

You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words.

No attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.

Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas.

If you receive a mark of 0 (zero) for this question your bid will fail and will be excluded from the competition for Lot 2.

Marking Scheme 100/66/33/0

Marking Scheme	Evaluation Criteria
100	The Bidder's response fully addresses all 3 of the component parts (a to c) of the response guidance above.
66	The Bidder's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above.
33	The Bidder's response fully addresses 1 of the 3 component parts (a to c) of the response guidance above.
0	The Bidder's response has not fully addressed any of the 3 component parts (a to c) of the response guidance above. OR A response has not been provided to this question.

11. Price Questionnaire and Evaluation

This section 11 contains information on how to complete the price matrices (Attachments 3a and 3b) and the price evaluation process.

Response Guidance		
You must complete attachment 3a - price matrix Lot 1 and/or attachment 3b - price matrix Lot 2, 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 relevant Selection Questionnaire question number below:		
Question Number	Question	Your Response
PQ1	Upload to this question your completed Attachment 3a - Price Matrix Lot 1 Please name the file [price_insertyourcompanyname]	Attachment
PQ2	Upload to this question your completed Attachment 3b - Price Matrix Lot 2 Please name the file [price_insertyourcompanyname]	Attachment

11.1 How to complete your price matrix:

Read and understand the instructions in the Attachment 3a (Lot 1 Price Matrix) and/or Attachment 3b (Lot 2 Price Matrix) , and in this section 11 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 in Attachment 9 - Framework Contract Documents

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

Pricing will be based on:

- eight (8) hour Working Day; and
- rounded to the nearest penny.

Please refer to the Government Digital and Data Profession Capability Framework link, which has been included in cell A:38 of the Cover and Instructions Tab in Attachment 3a - Price Matrix Lot 1 and Attachment 3b - Price Matrix Lot 2.

Zero or negative bids will not be allowed for either Lot 1 or Lot 2. We will investigate where we consider your bid to be abnormally low.

You must read and understand the Cover and Instructions tab, and User Guidance tab for the specific lot provided in Attachment 3a (Lot 1 Price Matrix) and/or Attachment 3b (Lot 2 Price Matrix). Each Lot has specific instructions and guidance applicable to that particular Lot.

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 the relevant Attachment 3 and complete the relevant tabs on Attachment 3 - Price Matrix for the Lot(s) you are submitting a bid for.

For both Lots 1 and Lot 2, you must provide a price, where one has been requested, in the cells highlighted yellow. These will be evaluated.

For Lot 2, there are also orange cells that must be completed to ensure a compliant tender, however, these will not form part of the evaluation.

Failure to insert an applicable price when bidding for Lot 1 and/or Lot 2 may result in your bid being deemed non-compliant and may be rejected from this competition.

When you have completed your price matrix, you must upload this into the eSourcing Suite at the relevant Lot question in the commercial envelope (detailed in the response guidance above). If you do not upload your price matrix, your bid may be rejected from this competition.

Do not alter, amend or change the format or layout of Attachment 3a (Lot 1 Price Matrix) or Attachment 3b (Lot 2 Price Matrix).

Please read Framework Schedule 3 (Framework Prices) with reference to how Indexation will apply.

11.2 Price evaluation Lot 1

11.2.1 We will check you have completed Attachment 3a - Price Matrix Lot 1 and the relevant tab(s) within the attachment in line with the instructions.

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

11.2.3 You only need to complete Attachment 3a (Lot 1 Price Matrix) if you are bidding to be on Lot 1.

11.2.4 Prices submitted for Lot 1 must be for your full unrestricted licence. You must:

- Provide pricing information in all the cells highlighted yellow
- Exclude VAT when inputting your prices
- Exclude any additional costs and expenses which are not relevant to the solution
- Provide pricing in British pounds sterling (£), up to two decimal places

11.2.5 You are not required to provide a minimum discount, but please note that this will impact on your final evaluated price.

11.2.6 If you are not providing a minimum discount rate against the contract value band, you must input 0%.

11.2.7 In the event that you are successful in this competition for Lot 1, the prices submitted in Attachment 3a (Lot 1 Price Matrix) will be the maximum payable under this framework for Lot 1. Prices may be lowered at the call-off stage. Refer to Framework Schedule 3 – Framework prices and Framework Schedule 7 (call-off award procedure).

11.2.8 Tab 3. Lot 1 Key Product and Price is the only evaluated section of Attachment 3a (Lot 1 Price Matrix) Price Matrix.

11.2.9 You must complete all YELLOW coloured cells.

11.2.10 Cells C4-10, D4-10 and E4-10 are non-numeric,

11.2.11 Cells F4-10, G4-10, H4-10, I4-10, J4-10, and K4-10 are numeric only.

11.2.12 You are not required to provide a minimum discount (columns G-K), but please note that this will impact on your overall evaluated score. If you are not providing a minimum discount rate against the contract value band, then please input 0%.

11.2.13 The 'Overall Weighted Price' (Cell L21) will be the score evaluated in your bid. This will be automatically populated once you have completed all the YELLOW cells.

11.2.14 Tab 4. Lot 1 Alternative Framework Offerings is not mandatory, and provides an opportunity to include additional offerings for customer reference at framework level. This Tab will not contribute to your pricing or overall evaluation score.

11.3 Price evaluation process for Lot 1

11.3.1 The Bidder with the lowest Overall Weighted 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 overall weighted price.

The calculation we will use to evaluate your overall weighted price for Lot 1 is as follows:

$$\text{Price Score} = \frac{\text{Lowest Overall weighted price}}{\text{Bidder's Overall Weighted Price}} \times 20 \text{ (maximum Price Score available)}$$

Bidder A Overall Weighted Price	Bidder B Overall Weighted Price	Bidder C Overall Weighted Price
£21.70	£43.40	£54.25

- Bidder A has the lowest Overall Weighted Price of £21.70. Bidder A is awarded the maximum Price Score of 20.
- Bidder B submits an Overall Weighted Price of £43.40. Bidder B is awarded a Price Score of 10.
- Bidder C submits an Overall Weighted Price of £54.25 and is awarded a Price Score of 8.

When the price evaluation is completed, each Bidder will have a Price Score out of 20.

11.4 Price evaluation Lot 2

- 11.4.1 We will check you have completed Attachment 3b - Price Matrix Lot 2 and the relevant tab(s) within the attachment in line with the instructions.
- 11.4.2 The price evaluation will be undertaken separately to the quality evaluation process.
- 11.4.3 You only need to complete Attachment 3b (Lot 2 Price Matrix) if you are bidding to be on Lot 2.
- 11.4.4 Prices submitted for Lot 2 must be pricing for your maximum Day Rates.
- 11.4.5 You are not required to provide a minimum discount, but please note that this will impact on your final evaluated price.
- 11.4.6 If you are not providing a minimum discount rate against the contract value band, you must input 0%.
- 11.4.7 In the event that you are successful in this competition for Lot 2, the prices submitted in Attachment 3b (Lot 2 Price Matrix) will be the maximum payable under this framework for Lot 2. Prices may be lowered at the call-off stage. Refer to Framework Schedule 3 – Framework prices and Framework Schedule 7 (call-off award procedure).
- 11.4.8 Tab 3. Lot 2 Rates is the only evaluated section of Attachment 3b (Lot 2 Price Matrix) Price Matrix.
- 11.4.9 You must complete all YELLOW AND ORANGE coloured cells.
- 11.4.10 All Cells are numeric only.
- 11.4.11 Yellow Cells B4-12, C4-12, D4-12 and E4-11 must be completed and will be evaluated.
- 11.4.12 Orange Cells F4-12, G4-12, and B17-F17 must be completed but WILL NOT be evaluated.
- 11.4.13 If you are not providing a minimum discount rate against the contract value band, then please input 0%.
- 11.4.14 The 'Overall Weighted Rate' (Cell F29) will be the score evaluated in your bid. This will be automatically populated once you have completed all the YELLOW cells.

11.5 Price evaluation process Lot 2

11.5.1

The Bidder with the lowest overall weighted rate will be awarded the maximum mark available (a Price Score of 20).

All other Bidders will get a Price Score relative to the lowest overall weighted rate.

The calculation we will use to evaluate your overall weighted rate for Lot 2 is as follows:

$$\text{Price Score} = \frac{\text{Lowest Overall Weighted Rate}}{\text{Bidder's Overall Weighted Rate}} \times 20 \text{ (maximum Price Score available)}$$

Bidder A Overall Weighted Rate	Bidder B Overall Weighted Rate	Bidder C Overall Weighted Rate
£65.10	£130.20	£162.75

- Bidder A has the lowest Overall Weighted Rate of £65.10. Bidder A is awarded the maximum Price Score of 20.
- Bidder B submits an Overall Weighted Rate of £130.20. Bidder B is awarded a Price Score of 10.
- Bidder C submits an Overall Weighted Rate of £162.75 and is awarded a Price Score of 8.

When the price evaluation is completed, each Bidder will have a Price Score out of 20.

11.6 Abnormally Low Tenders

Where we consider any price(s) or rate(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) or rate(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

In each Lot, we will add your Quality Score to your Price Score to calculate your Final Score.

Example:

Bidder	Quality score	Price score	Final score
	(Maximum score available 80)	(Maximum score available 20)	(Maximum score available 100)
Bidder A	80.00	20.00	100.00
Bidder B	58.79	15.00	73.79
Bidder C	33.10	12.00	45.10

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

In Lot 1, each Bidder that achieves a Final Score of 33.10 or above, has passed question 2.2.1 Social Value Declaration, and that has achieved the minimum quality score of 33 for each of the quality questions applicable to Lot 1, will be offered a Framework Contract.

In Lot 2, each Bidder that achieves a Final Score of 33.10 or above, has passed question 2.2.1 Social Value Declaration, and that has achieved the minimum quality score of 33 for each of the quality questions applicable to Lot 2, will be offered a Framework Contract.

12.2 Intention to Award

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

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

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

This means:

Lot 1:

- Cyber Essentials Basic Certificate
- Employer's (Compulsory) Liability Insurance = £5,000,000
- Public Liability Insurance = £5,000,000
- Professional Indemnity Insurance = £5,000,000
- Product Liability Insurance = £5,000,000

Lot 2:

- Cyber Essentials Basic Certificate
- Employer's (Compulsory) Liability Insurance = £5,000,000
- Public Liability Insurance = £1,000,000
- Professional Indemnity Insurance = £1,000,000
- Product Liability Insurance = £1,000,000

You are required to send the documentary evidence of the above to no later than the date provided in the Intention to Award letter. Failure to do so may result in our offer of a Framework Contract being withdrawn.

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.