

Invitation to tender

Attachment 2 – How to bid

**RM6116 Network Services 3**

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1. **How to make your bid**
   1. Your bid must be made by the organisation that will be responsible for providing the goods and/or services if your bid is successful.
   2. You may bid for one or more of the lots, please ensure you read paragraph 3.3 of attachment 1.
   3. Your bid must be **entered into the eSourcing suite.** We can only accept bids that we receive through the eSourcing suite.

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 1.8.2.

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. Upload ONLY those attachments we have asked for. Do not upload any attachments we haven’t asked for.
  2. Make sure you answer every question.
  3. You must submit your bid before the bid submission deadline, in paragraph 5 “Timelines for the competition” in attachment 1 - About the framework.
  4. It will be our decision whether we will accept bids submitted after the bid submission deadline.
  5. You must regularly check for messages in the eSourcing suite throughout the competition. You must log on to the eSourcing suite and access your message inbox for this competition to check for messages.
  6. If anything is unclear, or you are unsure how to complete your bid submission, you can raise a question before the clarification question deadline, via the eSourcing suite. Read paragraph 6 “When and how to ask questions” in attachment 1 - About the framework.
  7. We may require you to clarify aspects of your bid in writing and/or provide additional information. Failure to respond within the time required, or to provide an adequate response will result in the rejection of your bid and your exclusion from this competition.

1. **Selection stage** 
   1. At the selection stage, we evaluate bidders’ technical, professional and financial capabilities. We will ask a range of questions appropriate to the procurement. It is important that you answer these questions accurately.
   2. If you are relying on any key subcontractors to provide the answers to the technical and professional ability or you are relying on a guarantor to pass the economic and financial assessment, they must complete Parts 2 and 3 for themselves.
   3. In addition, if you are the lead member of a consortium, you must get each of the other members to answer the questions in Parts 2 and 3 for themselves.
   4. We are providing the ‘Information and declaration’ workbook (attachment 4) to enable you to collect and submit this data to us, whether from organisations on whom you are relying (for example a key subcontractor or a guarantor) or from other members of a consortium.
2. **Selection process**
   1. After the bid submission deadline, we will check all bids to make sure we have received everything we have asked for.
   2. We may ask you to clarify information you provide, if that is necessary. Don’t forget to check for messages in the eSourcing suite throughout the competition. You must log on to the eSourcing suite and access your message inbox for this competition daily to check for messages.
   3. If your bid is not compliant we will reject your bid and you will be excluded from the competition. We will tell you why your bid is not compliant.
   4. Not all selection questions need guidance as the questions are self-evident. However other questions such as the financial question, require a process to be undertaken before we can assess your response. In those instances, we have told you what we will do in the **evaluation guidance**.

1. **Selection criteria**
   1. We may exclude you from the competition at the selection stage if:
      * you receive a ‘fail’ for any of the evaluated selection questions.
      * any of the information you have provided proves to be false or misleading.
      * you have broken any of the competition rules in Attachment 1 About the Framework, or not followed the instructions given in this ITT pack.
   2. If we exclude you from the competition we will tell you and explain why.
2. **Selection questionnaire**

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

The document is provided to assist you in the preparation of your online response.

As part of this, you must also ensure you have updated Attachment 2b - Certificate of Technical and Professional Ability, for each lot that you are bidding for and upload this document into the e-sourcing portal as part of your bid submission.

In addition, if you are bidding for Lots 1a,1c, 2a and 4b, you are required to complete and upload Attachments 2c - Relevant and Principle Services and 2d - Certificate of Performance.

All bidders must also complete and upload Attachment 2e - Carbon Reduction Plan template

**6. Award stage**

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

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

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

When completing your bid you must:

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

**7. Award criteria**

The Award Stage consists of a quality evaluation (see paragraphs 9 and 10 of this document) and a price evaluation (see paragraph 11 of this document).

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

The weighting for the quality evaluation, including Social Value is 85 marks and, the price evaluation is worth 15 marks. This applies individually to each of the 12 lots within the framework.

**8. Award process**

8.1 What YOU need to do

* answer the quality questions sections A to N of the quality questionnaire in the eSourcing suite in the technical envelope, depending on which Lot(s) you wish to bid for.
* Complete the price matrix Attachment 3 for the lot(s) for which you are bidding.
* Upload your completed price matrix into the eSourcing suite in the commercial envelope to question [3.1].

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 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. | **Quality Threshold**  If you have received a zero for any of the quality questions, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded from the competition and why.  Refer to tables at section 9 for an example of how your **quality score** for each lot will be calculated. |
| 5. | **Evaluate Pricing**  We will then give your pricing to the price evaluation panel, who are different evaluators from those who assessed your quality responses.  They will calculate your price score using the evaluation criteria in Section 11 – Price Evaluation. |
| 6. | **Final Score**  Your quality score will be added to your price score, to create your final score as illustrated in Part E Final decision to award. |
| 7. | **Award**  Awards will be made to the successful bidders following the standstill period, subject to contract. |

**9. Quality Evaluation**

Question 2.1 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.

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

Each of the quality questions, in sections C to N of the quality questionnaire will be independently assessed by our evaluation panel.

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

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.

The quality score is marked out of 100 and this will be weighted at 85% of the total score (75% quality responses and 10% Social Value) with price accounting for 15% of the total score.

Please see tables A, B, C, D, E, F, G, H, I, J, and K below for an example of how your quality score will be calculated.

**Table A – Lot 1a**

| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| --- | --- | --- | --- | --- | --- |
| B1 | Social Value | 12.00% | 100 | 100 | 12.00 |
| C1 | Solution Design, Build and Implementation | 23.50% | 100 | 100 | 23.50 |
| C2 | Ongoing Delivery and Service Management | 23.50% | 100 | 66 | 15.51 |
| D1 | Lot 1a Intersite Connectivity (Wide Area Network) / Data Access Services Technical Question | 41.00% | 100 | 100 | 41.00 |
| **Total weighted Quality score out of 100** | | | | | **92.01** |

**Table B – Lot 1b**

| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| --- | --- | --- | --- | --- | --- |
| B1 | Social Value | 12.00% | 100 | 100 | 12.00 |
| C1 | Solution Design, Build and Implementation | 23.50% | 100 | 66 | 15.51 |
| C2 | Ongoing Delivery and Service Management | 23.50% | 100 | 100 | 23.50 |
| E1 | Lot 1b Commercial Radio Technical Question | 41.00% | 100 | 66 | 27.06 |
| **Total weighted Quality score out of 100** | | | | | **78.07** |

**Table C- Lot 1c**

| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| --- | --- | --- | --- | --- | --- |
| B1 | Social Value | 12.00% | 100 | 100 | 12.00 |
| L1 | COTS Radio | Pass/Fail | Pass | N/A | N/A |
| L2 | Electromagnetic Compatibility standards | 29.00% | 100 | 100 | 29.00 |
| L3 | Shock and vibration test standards | 29.00% | 100 | 66 | 19.14 |
| L4 | Security Standards | 30.00% | 100 | 66 | 19.80 |
| **Total weighted Quality score out of 100** | | | | | **79.94** |

**Table D - Lot 1d**

| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| --- | --- | --- | --- | --- | --- |
| B1 | Social Value | 12.00% | 100 | 100 | 12.00 |
| M1 | Running geographically resilient ccTLD or gTLD registries | 27.00% | 100 | 66 | 17.82 |
| M2 | Running Other Registry Functions | 27.00% | 100 | 50 | 13.50 |
| M3 | High availability | 34.00% | 100 | 50 | 17.00 |
| **Total weighted Quality score out of 100** | | | | | **60.32** |

**Table E - Lot 2a**

| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| --- | --- | --- | --- | --- | --- |
| B1 | Social Value | 12.00% | 100 | 100 | 12.00 |
| C1 | Solution Design, Build and Implementation | 23.50% | 100 | 100 | 23.50 |
| C2 | Ongoing Delivery and Service Management | 23.50% | 100 | 33 | 7.76 |
| F1 | Lot 2a Intra site Connectivity (Local Area Network) / Local Connectivity Services Technical Question | 41.00% | 100 | 75 | 30.75 |
| **Total weighted Quality score out of 100** | | | | | **74.01** |

**Table F - Lot 3a**

| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| --- | --- | --- | --- | --- | --- |
| B1 | Social Value | 12.00% | 100 | 100 | 12.00 |
| C1 | Solution Design, Build and Implementation | 23.50% | 100 | 100 | 23.50 |
| C2 | Ongoing Delivery and Service Management | 23.50% | 100 | 33 | 7.76 |
| G1 | Lot 3a IoT and Smart Cities (Smart shared and connected spaces) Technical Question | 41.00% | 100 | 66 | 27.06 |
| **Total weighted Quality score out of 100** | | | | | **70.32** |

**Table G - Lot 3b**

| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| --- | --- | --- | --- | --- | --- |
| B1 | Social Value | 12.00% | 100 | 100 | 12.00 |
| C1 | Solution Design, Build and Implementation | 23.50% | 100 | 100 | 23.50 |
| C2 | Ongoing Delivery and Service Management | 23.50% | 100 | 100 | 23.50 |
| H1 | Lot 3b Communication Platform as a Service Technical Question | 41.00% | 100 | 100 | 41.00 |
| **Total weighted Quality score out of 100** | | | | | **100.00** |

**Table H - Lots 4a and 4e**

| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| --- | --- | --- | --- | --- | --- |
| B1 | Social Value | 12.00% | 100 | 100 | 12.00 |
| N1 | Service management and new technology implementation | 88.00% | 100 | 75 | 66.00 |
| **Total weighted Quality score out of 100** | | | | | **78.00** |

**Table I - Lot 4b**

| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| --- | --- | --- | --- | --- | --- |
| B1 | Social Value | 12.00% | 100 | 100 | 12.00 |
| C1 | Solution Design, Build and Implementation | 23.50% | 100 | 33 | 7.76 |
| C2 | Ongoing Delivery and Service Management | 23.50% | 100 | 33 | 7.76 |
| I1 | Lot 4b - Digital Communication Services (Unified Communications) Technical Question | 41.00% | 100 | 33 | 13.53 |
| **Total weighted Quality score out of 100** | | | | | **41.05** |

**Table J - Lot 4c**

| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| --- | --- | --- | --- | --- | --- |
| B1 | Social Value | 12.00% | 100 | 100 | 12.00 |
| C1 | Solution Design, Build and Implementation | 23.50% | 100 | 66 | 15.51 |
| C2 | Ongoing Delivery and Service Management | 23.50% | 100 | 100 | 23.50 |
| J1 | Lot 4c Contact Centre Services Technical Question | 41.00% | 100 | 100 | 41.00 |
| **Total weighted Quality score out of 100** | | | | | **92.01** |

**Table K - Lot 4d**

| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| --- | --- | --- | --- | --- | --- |
| B1 | Social Value | 12.00% | 100 | 100 | 12.00 |
| C1 | Solution Design, Build and Implementation | 23.50% | 100 | 100 | 23.50 |
| C2 | Ongoing Delivery and Service Management | 23.50% | 100 | 66 | 15.51 |
| K1 | Lot 4d Inbound Telephony Services Technical Question | 41.00% | 100 | 66 | 27.06 |
| **Total weighted Quality score out of 100** | | | | | **78.07** |

**10. Award quality questionnaire**

10.1 The quality questionnaire is split into three sections:

* Section A – Mandatory questions
* Section B – Generic question - Social Value
* Section C - Generic questions for Lots 1a, 1b, 2a, 3a, 3b, 4b, 4c and 4d
* Sections D to M – Lot specific questions (technical)
* Section N - Generic questions for Lot 4a
* Section P - Generic question for Lot 4e

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:

|  | | | **Marking scheme** |
| --- | --- | --- | --- |
| **Section A – Mandatory service requirements - ALL LOTS** | | | |
| A1 | Compliance with Mandatory Service Requirements Framework Schedule 1: Specification. **All Lots** | Pass/Fail | N/A |
|  | | | |
|  | | **Marking scheme** | **Weighting (%) of Total Quality Score** |
| **Section B – Generic Questions – ALL LOTS** | | | |
| B1 | Social Value **ALL LOTS** | Pass/ Fail | 12.0 |

| **Section C – Cross LOT Questions**  The following questions only need to be answered once if your are applying for more than one applicable lot as set out below: | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Marking scheme** | **Weighting (%) of Total Quality Score** |
| C1 | Solution Design, Build and Implementation | 1a, 1b, 2a, 3a, 3b, 4b, 4c, 4d | 100/66/33/0 | 23.5 |
| C2 | Ongoing Delivery and Service Management | 1a, 1b, 2a, 3a, 3b, 4b, 4c, 4d, | 100/66/33/0 | 23.5 |

|  | | **Marking scheme** | **Weighting (%) of Total Quality Score** |
| --- | --- | --- | --- |
| **Section D – Lot 1a Specific Questions** | | | |
| D1 | Lot 1a Intersite Connectivity (Wide Area Network) / Data Access Services Technical Question | 100/66/33/0 | 41.0 |
|  | | | |
| **Section E – Lot 1b Specific Questions** | | | |
| E1 | Lot 1b Commercial Radio Technical Question | 100/66/33/0 | 41.0 |

| **Section F – Lot 2a Specific Questions** | | | |
| --- | --- | --- | --- |
| F1 | Lot 2a Intra site Connectivity (Local Area Network) / Local Connectivity Services Technical Question | 100/66/33/0 | 41.0 |

| **Section G – Lot 3a Specific Questions** | | | |
| --- | --- | --- | --- |
| G1 | Lot 3a IoT and Smart Cities (Smart shared and connected spaces) Technical Question | 100/66/33/0 | 41.0 |

| **Section H – Lot 3b Specific Questions** | | | |
| --- | --- | --- | --- |
| H1 | Lot 3b Communication Platform as a Service, Technical Question | 100/66/33/0 | 41.0 |

| **Section I – Lot 4b Specific Questions** | | | |
| --- | --- | --- | --- |
| I1 | Lot 4b - Digital Communication Services (Unified Communications) Technical Question | 100/66/33/0 | 41.0 |

| **Section J – Lot 4c Specific Questions** | | | |
| --- | --- | --- | --- |
| J1 | Lot 4c Contact Centre Services Technical Question | 100/66/33/0 | 41.0 |

| **Section K – Lot 4d Specific Questions** | | | |
| --- | --- | --- | --- |
| K1 | Lot 4d Inbound Telephony Services Technical Question | 100/66/33/0 | 41.0 |

| **Section L – Lot 1c Specific Questions** | | | |
| --- | --- | --- | --- |
| L1 | COTS Radio **LOT 1c** | Pass/Fail | N/A |
| L2 | Electromagnetic Compatibility standards **LOT 1c** | 100/66/33/0 | 29.0 |
| L3 | Shock and vibration test standards **LOT 1c** | 100/66/33/0 | 29.0 |
| L4 | Security Standards **LOT 1c** | 100/66/33/0 | 30.0 |

| **Section M – Lot 1d Specific Questions** | | | |
| --- | --- | --- | --- |
| E2 | Running geographically resilient ccTLD or gTLD registries **LOT 1d** | 100/66/33/0 | 27.0 |
| E4 | Running Other Registry Functions **LOT 1d** | 100/75/50/25/0 | 27.0 |
| E5 | High availability **LOT 1d** | 100/50/0 | 34.0 |

| **Section N – Cross Lot Questions for Lot 4a** | | | |
| --- | --- | --- | --- |
| N1 | Service management and new technology implementation | 100/75/50/25/0 | 88.0 |

| **Section P – Cross Lot Questions for Lot 4e** | | | |
| --- | --- | --- | --- |
| N1 | Service management and new technology implementation | 100/75/50/25/0 | 88.0 |

| **Section A – Mandatory service requirements** | |
| --- | --- |
| **A1 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) for each of the Lots that you are bidding for.  Please answer ‘Yes’ or ‘No’.  **Yes -** You will unreservedly deliver in full all the mandatory service requirements for each Lot that you are bidding for as set out in Framework Schedule 1 (Specification).  **No** **-** You will not, or cannot, deliver in full all the mandatory service requirements for each Lot that you are bidding for as set out in Framework Schedule 1 (Specification). | |
| **A1 Response guidance**  This is a Pass/Fail question.  If you cannot or are unwilling to select ‘Yes’ to this question, you will be disqualified from further participation in this competition.  You are required to select either option YES, NO from the drop down list.  Providing a ‘Yes’ response means you will unreservedly deliver in full all the mandatory service requirements for all of the Lots you are bidding for, 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 mandatory service requirements for all of the Lots you are bidding for, 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 mandatory service requirements, for all of the Lots you are bidding for, as set out in Framework Schedule 1 (Specification). |
| Fail | You have selected ‘No’ confirming that you will not, or cannot, deliver in full all the mandatory service requirements, for all of the Lots you are bidding for, as set out in Framework Schedule 1 (Specification).  OR  You have not selected either ‘Yes’ or ‘No’ |

| **Section B – Generic questions applicable to all Lots** | |
| --- | --- |
| **B1 Requirement: Social Value**  CCS requires you to promote and commit to delivering Social Value as an integrated part of your service delivery and company policies and values if you are awarded a framework contract.  CCS requires you to unreservedly deliver the Social Value requirements as referenced in section 3 of the Framework Specification (Attachment 1a) for each individual Call Off competition and Direct Award let against the Framework, as required and specified by the buyer.  In summary this may include:  ● Supporting local communities to manage and recover from the impact of COVID 19  ● Support tackling economic inequality by creating new jobs and skills and increasing supply chain resilience and capacity in the delivery of this framework  ● Help fight climate change by working towards net zero greenhouse gas emissions and promoting this with all key business stakeholders  ● Promote equal opportunity and tackle workforce inequality within your organisation by improving health and wellbeing within your workforce including physical and mental health  Where bidders have confirmed Yes, they will be awarded a score of 100. This will be weighted in accordance with the scoring methodology indicated above as part of the overall quality weighting and scores. | |
| **B1 Response guidance**  All bidders must answer this question  This is a Pass/Fail question. If you cannot or are unwilling to select ‘Yes’ to this question, you will be disqualified from further participation in this competition.  In order to satisfy this requirement, you must agree to  a) promote and commit to delivering Social Value as an integrated part of your service delivery and company policies and values if you are awarded a framework contract.  b) unreservedly deliver the Social Value requirements as referenced in section 3 of the Framework Specification (Attachment 1a) for each individual call off competition and Direct Award let against the Framework, as required and specified by the buyer?  c) read, complete and return Attachment 11 if you are awarded a place on the Framework, confirming that you will commit to delivering Social Value as part of all Framework Call Offs  You are required to select option YES or NO from the drop down list. | |
| **Marking scheme** | **Evaluation Guidance** |
| Pass.  This will mean you score 100 | You have selected option ‘Yes’ confirming that you will unreservedly satisfy in full all the criteria (a-c) set out above you will complete and return your signed Attachment 11, if you are awarded a place on the framework. |
| Fail.  This will mean you score 0 | You have selected ‘No’ confirming that you will not, or cannot, satisfy in full all the criteria (a-c) set out above and complete and return your signed Attachment 11, if you are awarded a place on the framework.  OR  You have not selected either ‘Yes’ or ‘No’. |

| **Section C – Generic Questions applicable to Lots 1a, 1b, 2a, 3a, 3b, 4b, 4c and 4d** | |
| --- | --- |
| **C1 Requirement - Solution design, build and implementation**  CCS requires Bidders to demonstrate solution design capabilities in order to help take customers on a transformational journey. CCS also requires Bidders to demonstrate strong service "build" and implementation services to ensure that minimum business disruption is achieved through service commencement. | |
| Solution design is defined as the premarket engagement that customers initiate prior to releasing a procurement tender. The premarket engagement is consultative and sets out to define the customer requirements and specification in a way that is a "best fit" for the organisation considering the objectives set out.  Bidders are required to demonstrate their solution design capabilities by responding to the design process related question in component part (a) below, addressing the scope referenced in Section 2.1 of Attachment 1a - Specification, and the component part questions below.  Solution build and implementation is defined as activities that relate to service implementation, post call-off contract signing.  Bidders are required to demonstrate their build and implementation capabilities by responding to component questions (b) and (c) below, related to the process of implementation and ensuring minimum business disruption, addressing the scope referenced in Sections 2.1, 2.2, 2.5, 2.6, 2.7, 2.9, 2.10 and 2.11 of Attachment 1a - Specification, and the component part questions below. | |
| **C1 Response guidance**  **All Lot 1a, 1b, 2a, 3a, 3b, 4b, 4c and 4d bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  Before responding to this question, please ensure you have read and understood the Lot description Framework Schedule 1 for Lot 1a,1b, 2a, 3a, 3b, 4c and 4d.  In order to satisfy the requirement and the question associated with the requirement, your response must fully address the evaluation criteria posed at component parts (a – c) below:  **a) Where a customer has requested a design consultancy engagement, describe the engagement process you will apply to help the customer define their objectives, specifications and requirements. List and describe 4 key steps in the process.**  **b) Describe the key stages of a solution implementation that you will follow from contract signing to full service implementation. Your response must include a minimum of 6 key project milestones.**  **c) Describe how you will ensure minimum business disruption to the customer through an implementation phase. List and describe the 3 actions you will take to ensure that the customers core operations do not experience significant disruption.**  If you receive a zero (0) for this quality question, your bid will be rejected and you will be excluded from the competition.  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, use acronyms which are not defined or give irrelevant information.  Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – 6,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments 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 C1 (i), C1(ii) and C1(iii) each box has a character count of 2,000 characters. | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The response fully addresses all component parts of the question (a-c) and meets the overall requirement set out in the question. |
| **66** | The response fully addresses two of the three component parts of the question and meets the overall requirement set out in the question. |
| **33** | The response fully addresses one of the three component parts of the question and meets the overall requirement set out in the question. |
| **0** | The response partially addresses some or all of the three component parts, or there is no response, or the response does not meet the overall requirement set out in the question. |

| **C2 Requirement - On-going delivery and service management** | |
| --- | --- |
| Following implementation of a solution, CCS would like to ensure that Bidders can provide on-going management of a service.  Describe the approach you will take in ensuring robust service delivery and continuous service improvement to the customer, addressing the scope referenced in Sections 2.1, 2.2, 2.5, 2.6, 2.7, 2.9, 2.10 and 2.11 of Attachment 1a - Specification, and the component part questions below. | |
| **C2 Response guidance**  **All Lot 1a, 1b, 2a, 3a, 3b, 4b, 4c and 4d bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  Before responding to this question, please ensure you have read and understood the Lot description Framework Schedule 1 for Lot 1a,1b, 2a, 3a, 3b, 4c and 4d.  In order to satisfy the requirement and the question associated with the requirement, your response must fully address the evaluation criteria posed at component parts (a – c) below:  **a.) Describe how you will ensure that service delivery standards are consistent across your supply chain. Your response must focus on how you will approach customer requirement "flow-down" to your subcontractors, and how you will measure their performance.**  **b) Describe how you will implement continuous improvement within service delivery. Your response must describe how you will introduce new technologies, process improvements and/or innovative solutions that displace old technologies and/or delivery methods, and how you will measure the success of the implementation.**  **c) Describe the steps you will take to remedy a service level failure. Your response must describe the key steps taken from reporting of the failure, through to resolution, including root cause analysis and final customer resolution report-out.**  If you receive a zero (0) for this quality question, your bid will be rejected and you will be excluded from the competition.  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, use acronyms which are not defined or give irrelevant information.  Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – 6,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments 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 C2 (i), C2 (ii), and C2 (iii) each box has a character count of 2,000 characters. | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The response fully addresses all component parts of the question (a-c) and meets the overall requirement set out in the question. |
| **66** | The response fully addresses two of the three component parts of the question and meets the overall requirement set out in the question. |
| **33** | The response fully addresses one of the three component parts of the question and meets the overall requirement set out in the question. |
| **0** | The response partially addresses some or all of the three component parts, or there is no response, or the response does not meet the overall requirement set out in the question. |

| **Section D – Lot 1a Intersite Connectivity (Wide Area Network) / Data Access Services Technical Question** | |
| --- | --- |
| **D1 Requirement** | |
| Describe how you, as a provider of services within the scope of Lot 1a, will support the Government's FN4G (Future Network for Government) initiative, and help transition the public sector to modern network solutions.  The following FN4G website(s) provide guidance to customers that are seeking to modernise their network solutions, and are subject to change based on evolving technology solutions[:](https://www.gov.uk/guidance/future-networks-for-government-fn4g)  [https://www.gov.uk/guidance/future-networks-for-government-](https://www.gov.uk/guidance/future-networks-for-government-fn4g)fn4g  The Government's guidance to moving away from legacy networks and security standards:  [https://www.gov.uk/guidance/moving-away-from-legacy-network](https://www.gov.uk/guidance/moving-away-from-legacy-networks)s  The Government's Technology Code of Practice:  <https://www.gov.uk/guidance/the-technology-code-of-practice>  Please address the scope referenced in Section 2.1 of Attachment 1a - Specification, and the component part questions below. | |
| **D1 Response guidance**  **All 1a Bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  Before responding to this question, please ensure you have read and understood the Lot description Framework Schedule 1 for Intersite Connectivity (Wide Area Network) / Data Access Services (Lot 1a).  In order to satisfy the requirement and the question associated with the requirement, your response must fully address the evaluation criteria posed at component parts (a – c) below:  **a) Describe the factors you will consider when reviewing a customer's legacy network infrastructure, to identify the opportunities for modernisation of their network design. Your response must include the factors considered when recommending a migration from legacy networks to an "Internet first" solution.**  **b) Describe the solution design governance process your organisation will follow to ensure that public sector network solutions apply the design standards of the FN4G guidance, and are compliant to the Technology Code of Practice and government security guidance. Your response must describe the training, and solution design sign off process that solutioning teams follow before submission of a public sector tender.**  **c) Describe the "internet first" connectivity option(s) that you will offer to a customer that will enable hybrid working (office and home network access). Your response must explain your approach to maintaining a strong security (encryption) posture within the network design.**  If you receive a zero (0) for this quality question, your bid will be rejected and you will be excluded from the competition.  Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.  Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – 6,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments 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 D1 (i), D1 (ii) and D1 (iii) each box has a character count of 2,000 characters. | |
| **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 1b Commercial Radio Technical Question** | |
| --- | --- |
| **E1 Requirement** | |
| Describe your approach in assessing the Customer's interoperability & integration needs whilst installing a new radio system.  Please address the scope referenced in Section 2.2 of Attachment 1a - Specification, and the component part questions below. | |
| **E1 Response guidance**  **All 1b Bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  Before responding to this question, please ensure you have read and understood the Lot description Framework Schedule 1 for Commercial Radio (Lot 1b).  In order to satisfy the requirement and the question associated with the requirement, your response must fully address the evaluation criteria posed at component parts (a – c) below:  **a) Describe the process you will follow to assess the Customers interoperability & integration needs when installing a new radio system. Your response must focus only on the process of assessing systems interoperability and integration.**  **b) Typically, what types of systems and/or equipment does a new radio system need to interface with to enable interoperability. Your response must list a minimum of 2 systems and/or equipment.**  **c) Describe the key factors you will consider in the development, integration, and installation of a new radio system to ensure that the solution is ""right sized"" for the customer and provides the best commercial value. Your response must list a minimum of 3 factors considered in ensuring the customer’s needs are met whilst achieving value for money.**  If you receive a zero (0) for this quality question, your bid will be rejected and you will be excluded from the competition.  Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.  Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – 6,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments 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 E1 (i), E1 (ii) and E1(iii) each box has a character count of 2,000 characters. | |
| **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 F – Lot 2a Intra site Connectivity (Local Area Network) / Local Connectivity Services Technical Question** | |
| --- | --- |
| **F1 Requirement** | |
| Describe the key considerations you will take into account when suggesting a new LAN solution for a Customer.  Please address the scope referenced in Section 2.5 of Attachment 1a - Specification, and the component part questions below. | |
| **F1 Response guidance**  **All Lot 2a bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  Before responding to this question, please ensure you have read and understood the Lot description Framework Schedule 1 for Intra site Connectivity (Local Area Network) / Local Connectivity Services (Lot 2a).  In order to satisfy the requirement and the question associated with the requirement, your response must fully address the evaluation criteria posed at component parts (a – c) below:  **a) Describe the most important factors to consider when "solutioning" a new LAN (Local Area Network) solution. Your response must describe a minimum of 3 usage/design factors considered when deciding whether wired or wireless access points are the best solution**.  **b) What factors will you consider when installing the optimised number and/or specification of WLAN (Wireless Local Area Network) access points within a building, to ensure good coverage for users whilst providing best value for money.Your response must include 3 design factors considered when proposing a WLAN access point layout.**  **c) If the Customer is asking for a vendor-agnostic WLAN (Wireless Local Area Network) solution, what are the minimum key technical parameters (customer requirements) required to ensure comparability of your proposed technical solution. Your response must include at least 3 technical parameters suggested that establish performance of a WLAN system**  If you receive a zero (0) for this quality question, your bid will be rejected and you will be excluded from the competition.  Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.  Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – 6,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments 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 F1 (i), F1 (ii) and F1 (iii) each box has a character count of 2,000 characters. | |
| **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 G – Lot 3a IoT and Smart Cities (Smart shared and connected spaces) Technical Question** | |
| --- | --- |
| **G1 Requirement** | |
| Describe the approach you will take to implement a Smart technology solution for a Customer.  Please address the scope referenced in Section 2.6 of Attachment 1a - Specification, and the component part questions below. | |
| **G1 Response guidance**  **All Lot 3a Bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  Before responding to this question, please ensure you have read and understood the Lot description Framework Schedule 1 for IoT and Smart Cities (Smart Shared and connected spaces) (Lot 3a).  In order to satisfy the requirement and the question associated with the requirement, your response must fully address the evaluation criteria posed at component parts (a – c) below:  **a) Describe the range of connectivity options you will consider when connecting sensors in the "field" to a cloud-based data management system. Your response must include a minimum of 2 connectivity options that you will consider within a Smart technology solution design.**  **b) Describe the data security risks you will consider when planning an IoT (Internet of Things) solution, specifically where collecting data in public spaces. Your response must list 3 data security risks/considerations related to collecting personal data in public spaces.**  **c) Describe the factors you will consider when designing a vendor agnostic solution (i.e: providing a range of options for sensors, data storage or visualisation applications). Your response must discuss the factors considered to ensure that the solution meets the customer's requirements. Your response must list a minimum of 4 factors considered when helping the customer decide on the best combination of components to achieve their objectives.**  If you receive a zero (0) for this quality question, your bid will be rejected and you will be excluded from the competition.  Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.  Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – 6,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments 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 G1 (i), G1 (ii) and G1 (iii) each box has a character count of 2,000 characters. | |
| **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 H – Lot 3b Communication Platform as a Service**  **Technical Question** | |
| --- | --- |
| **H1 Requirement** | |
| Please respond to the component questions below relating to the customer's use of a CPaaS (communication platform as a service) development platform.  In the context of CPaaS, Communications Platform is defined as the software development tools that allow an organisation to develop their own application interfaces.  Your response should address the scope referenced in Section 2.7 of Attachment 1a - Specification. | |
| **H1 Response guidance**  **All Lot 3b Bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  Before responding to this question, please ensure you have read and understood the Lot description Framework Schedule 1 for Communication Platform as a Service (Lot 3b).  In order to satisfy the requirement and the question associated with the requirement, your response must fully address the evaluation criteria posed at component parts (a – c) below:  **a) Describe the factors you will consider when assessing the suitability of a customer for a CPaaS solution. Your response must describe a minimum of 3 key aspects of the customer's environment you will assess before proposing an investment in a CPaaS solution.**  **b) Describe how your solution will enable integration and communication with other software providers through open API (application programming interface) feeds, whilst maintaining reliability and security.**  **c) Describe how your CPaaS development platform will deliver a return on investment to the customer. Your response must list 2 key cost/efficiency benefits.**  If you receive a zero (0) for this quality question, your bid will be rejected and you will be excluded from the competition.  Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.  Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – 6,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments 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 H1(i), H1 (ii) and H1 (iii) each box has a character count of 2,000 characters. | |
| **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 I – Lot 4b - Digital Communication Services (Unified Communications) Technical Question** | |
| --- | --- |
| **I1 Requirement** | |
| Please respond to the component questions below relating to interoperability, security and solution adoption support within the Unified Communications capability.  Your response should address the scope referenced in Section 2.9 of Attachment 1a - Specification, and the component part questions below. | |
| **I1 Response guidance**  **All Lot 4b Bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  Before responding to this question, please ensure you have read and understood the Lot description Framework Schedule 1 for Digital Communication Service(Unified Communications) (Lot 4b).  In order to satisfy the requirement and the question associated with the requirement, your response must fully address the evaluation criteria posed at component parts (a – c) below:  **a) Describe the design steps you will follow, and factors considered when assessing the customer’s need for transformation to a unified communications platform. Your response should assume that the customer has multiple existing communication channels (analogue telephony, IP telephony, digital communication software) implemented at various stages. Your response must describe the factors that will be considered when proposing a fully integrated solution.**  **b) Describe the security measures you will build into your solution where a customer accesses applications in a hybrid, multi-device environment.**  **c) Describe the implementation support you will provide to a customer to maximise on the benefits of a fully integrated unified communications solution.**  If you receive a zero (0) for this quality question, your bid will be rejected and you will be excluded from the competition.  Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.  Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – 6,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments 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 I1 (i), I1 (ii) and I1 (iii) each box has a character count of 2,000 characters. | |
| **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 J – Lot 4c Contact Centre Services Technical Question** | |
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| **J1 Requirement** | |
| Please respond to the component questions below relating to helping customers improve their contact centre user experience and improve the efficiency and compliance of their staff. Your response should address the scope referenced in Section 2.10 of Attachment 1a - Specification. | |
| **J1 Response guidance**  **All Lot 4c Bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  Before responding to this question, please ensure you have read and understood the Lot description Framework Schedule 1 for Contact Centre Services (Lot 4c).  In order to satisfy the requirement and the question associated with the requirement, your response must fully address the evaluation criteria posed at component parts (a – c) below:  **a) What process will you follow in identifying IVR (interactive voice response) system configuration improvements that could help the customer improve/optimise their contact centre user experience.**  **b) Describe the key steps required for the successful deployment of a voice AI (artificial intelligence) solution. Your response must contain a minimum of 3 steps.**  **c) Describe the customer data/information points you will consider when suggesting a quality management solution that enables call recording for training & development and/or compliance purposes.Your response must list a minimum of 3 data points that help assess the feasibility of an investment in a quality management system.**  If you receive a zero (0) for this quality question, your bid will be rejected and you will be excluded from the competition.  Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.  Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – 6,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments 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 J1 (i), J1 (ii) and J1 (iii) each box has a character count of 2,000 characters. | |
| **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 K – Lot 4d Inbound Telephony Services Technical Question** | |
| --- | --- |
| **K1 Requirement** | |
| Please respond to the component questions below relating to non-geographic number service implementation and provision. Your response should address the scope referenced in Section 2.10 of Attachment 1a - Specification. | |
| **K1 Response guidance**  **All Lot 4d Bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  Before responding to this question, please ensure you have read and understood the Lot description Framework Schedule 1 for Inbound Telephony Services (Lot 4d).  In order to satisfy the requirement and the question associated with the requirement, your response must fully address the evaluation criteria posed at component parts (a – c) below:  **a) Describe the factors you will consider when setting up a new non-geographic number for a customer. Your response must demonstrate that the factors listed (a minimum of 3) consider the customer's objectives and the community they are serving.**  **b) Describe the utilisation/consumption metrics that you will provide to enable ongoing service management optimisation.Your response must include 3 measurable utilisation/consumption metrics.**  **c) Describe the transition support you will provide to the customer if service management changes from the original non geographic number provider to yourselves, whilst keeping the same number range. Your response must highlight the risks and dependencies considered to ensure service continuity.**  If you receive a zero (0) for this quality question, your bid will be rejected and you will be excluded from the competition.  Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.  Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – 6,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments 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 K1 (i), K1 (ii) and K1 (iii) each box has a character count of 2,000 characters. | |
| **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 L – Lot 1c Tactical Radio systems** | |
| --- | --- |
| **The questions below are those that will be used to evaluate the Primary Service offerings of Bidders. It should be considered that these questions build upon each other i.e. the radio system used to answer Question L2 should meet the criteria of Question L2 and Question L1 and so on.**  **A radio system used to answer a later question that does not meet the preceding questions will receive a “doesn’t meet criteria” evaluation.**  **Achieving an overall mark below 165 across questions L2,L3 and L4 in this Award Questionnaire of will be considered a “fail” for this lot.** | |
| **L1 Requirement - COTS Radio** | |
| CCS requires bidders to provide evidence of their ability to provide radios, in accordance with the scope indicated in 2.3 of Attachment 1a - Specification.    Please provide evidence of your tactical radios (as described in the SoR) that are available on the market (available for purchase today, not still in development), and that you are the OEM or an authorised reseller/distributor. You are required to provide an example. | |
| **L1 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  Before responding to this question, please ensure you have read and understood the Lot description Framework Schedule 1 for Tactical Radio systems (Lot 1c).  This is a pass/fail question.  In order to satisfy the requirement and the question associated with the requirement, your response must fully address the evaluation criteria posed at component parts (a - c) below:     1. **Provide an exact specification of the tactical radio being manufactured or distributed/re-sold. The specification must be for a personal, manpack or platform radio, which is independent of fixed communications and power infrastructure. Please attach the full specification in the attachment field provided in the e-sourcing suite.** 2. **Provide confirmation of their supplier status, i.e.: Manufacturer, Official/authorised re-seller/distributor. Provide evidence of your status. If your company is a re-seller/distributor, please attach an official re-seller/distributor licence in the attachment field provided in the e-sourcing suite.**   **c) Provide confirmation that the tactical radio in the example given is available for purchase now rather than in development. Please attach evidence of this to the response in the attachment field provided in the e-sourcing suite. Acceptable evidence would be: product available to procure on the company's web-site (on the market).**  If you receive a Fail for this question, your bid will be rejected and you will be excluded from the competition for this lot.  Your response should be limited to, and focused on, the requirement, response guidance and evaluation criteria set out in the component parts posed (a – c).  You must not make generalised statements or give irrelevant information.  Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – 6,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. You are required to insert your response to this question in the technical envelope in boxes L1 (i), L1 (ii) and L1(iii) each box has a character count of 2,000 characters. | |
| **Marking scheme** | **Evaluation criteria** |
| **Pass** | The response fully addresses all component parts of the question (a-c) and meets the overall requirement set out in the question. |
| **Fail** | The response fails to address one or more of the component parts of the question or does not meet the overall requirements set out in the question. |

| **L2 Requirement - Electromagnetic Compatibility standards** | |
| --- | --- |
| CCS requires suppliers to demonstrate their compliance to recognised Electromagnetic Compatibility standards, in accordance with the scope indicated in 2.3 of Attachment 1a - Specification. | |
| **L2 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**    Before responding to this question, please ensure you have read and understood the Lot description Framework Schedule 1 for Tactical Radios (Lot 1c).  **Please provide evidence that your radio (as provided for Question 1) is Conformité Européene (CE) or UK Conformity Assessed (CA) marked, and / or has been tested against recognised Electromagnetic Compatibility standards?**  **Examples of standards are: DEFSTAN 59-411, MILSTAN-461 or recognised international EMC standards.**  **Please submit a summary in the text box provided and attach further evidence e.g. certificate in the attachment field provided in the e-sourcing suite.**  If you receive a zero (0) for this quality question, your bid will be rejected and you will be excluded from the competition.  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 – 2,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words.  You are required to insert your response to this question in the technical envelope in boxes L2 (i) and provide relevant attachments providing evidence of standards compliance. | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The response provides evidence that the radio has been assessed against recognised military standards at a UKAS / ILAC accredited facility. Evidence may include the provision of a valid certificate or a statement from a customer who can demonstrate that a contract for delivery has met those standards. |
| **66** | The response indicates that the radio has been assessed against international EMC standards and provides evidence that the radio is capable of meeting the recognised military standards (such as evidence of design to meet the standard or planned/going through certification, indicating the timelines to completion). |
| **33** | The response indicates that the radio does have a CE and/or UK CA marking but does not currently meet Military EMC standards, therefore further developmentmay be required for future call-off competitions. The supplier has demonstrated that they understand the potential need to meet recognised standards in the future and will work with future buyers at call-off stage should compliance to meet specific radio requirements arise in the future. This could be demonstrated through alternative examples of offerings that have been designed for or meet the standards or equivalent standards. |
| **0** | The response indicates that the supplier has no intention to test any radios to appropriate standards. |

| **L3 Requirement - Shock and vibration test standards.** | |
| --- | --- |
| CCS requires suppliers of tactical radios to demonstrate their compliance to shock and vibration test standards, in accordance with the scope indicated in 2.3 of Attachment 1a - Specification. | |
| **L3 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  Before responding to this question, please ensure you have read and understood the Lot description Framework Schedule 1 for Tactical Radios (Lot 1c).  **Please provide evidence that your radio (as provided for Question 1) meets or is capable of meeting MILSTAN-810H standard (covering shock and vibration at minimum) or recognised equivalent standards.**  **Please submit a summary in the text box provided and attach further evidence e.g. certificate in the attachment field provided in the e-sourcing suite.**  If you receive a zero (0) for this quality question, your bid will be rejected and you will be excluded from the competition.  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 – 2,000 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 L3 (i) and provide relevant attachments providing evidence of standards compliance. | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The response provides evidence that the radio has been certified at a recognised standard. Evidence may include the provision of a valid certificate or a statement from a customer who can demonstrate that a contract for delivery has met those standards. |
| **66** | The response indicates that the radio is capable of achieving the recognised standard (such as evidence of design to meet the standard or planned/going through certification, indicating the timelines to completion). |
| **33** | The response indicates that the radio is not currently available with certification and that further development of the product may be required. The supplier has demonstrated that they understand the potential need to achieve certification in the future and will work with future buyers at call-off stage should certification for specific radio requirements arise in the future. This could be demonstrated through alternative examples of offerings that have been designed for or meet the standards. |
| **0** | The response indicates that the supplier has no intention to certify any radios to appropriate standards. |

| **L4 Requirement - Security Standards** | |
| --- | --- |
| CCS requires suppliers of tactical radios to demonstrate their ability to meet security standards, in accordance with the scope indicated in 2.3 of Attachment 1a - Specification. | |
| **L4 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  Before responding to this question, please ensure you have read and understood the Lot description Framework Schedule 1 for Tactical Radio systems (Lot 1c).  **Please provide evidence that your radio (as provided for Question 1) meets or is capable of meeting NCSC standards, FIPS-140-2 or recognised equivalent standards.**  **Please submit a summary in the text box provided and attach further evidence e.g. certificate in the attachment field provided in the e-sourcing suite.**  If you receive a zero (0) for this quality question, your bid will be rejected and you will be excluded from the competition.  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 – 2,000 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 L4 (i) and provide relevant attachments providing evidence of standards compliance. | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The response provides evidence that the radio has been certified at a recognised standard. Evidence may include the provision of a valid certificate or a statement from a customer who can demonstrate that a contract for delivery has met those standards. |
| **66** | The response indicates that the radio is capable of achieving the recognised standard (such as evidence of design to meet the standard or planned/going through certification, indicating the timelines to completion). |
| **33** | The response indicates that the radio is not currently available with certification and that further development of the product may be required. The supplier has demonstrated that they understand the potential need to achieve certification in the future and will work with future buyers at call-off stage should certification for specific radio requirements arise in the future. This could be demonstrated through alternative examples of offerings that have been designed for or meet the standards. |
| **0** | The response indicates that the supplier has no intention to certify any radios to appropriate standards. |

| **Section M1 – Lot 1d Critical Domain Services**  **Running geographically resilient ccTLD or gTLD registries** | |
| --- | --- |
| **M1 Requirement -** CCS requires Bidders to provide evidence of experience of running Top Level Domains (TLDs). | |
| Can you provide evidence that your organisation has in-house experience providing geographically resilient ccTLD or gTLD services for the 3 customers you referenced in Selection question Q1 over the past 5 years? Choose either (a), (b), (c) or (d).  **a) Yes, we can provide evidence that the registry services for all 3 of these customers are physically hosted in all of the following locations:**  - two data centres, each with power and data redundancy, and separated by at least 100 miles in mainland UK  - two data centres, each with power and data redundancy, and separated by at least 500 miles in Europe (ie excluding mainland UK)  - two data centres, each with power and data redundancy, and separated by at least 500 miles in the North America (100 marks)  **b) Yes, we can provide evidence that the registry services for all 3 of these customers are physically hosted in all of the following locations:**  - two data centres, each with power and data redundancy, and separated by at least 100 miles in Continent 1  - two data centres, each with power and data redundancy, and separated by at least 500 miles in Continent 2  - two data centres, each with power and data redundancy, and separated by at least 500 miles in the Continent 3 (66 marks)  Acceptable continents are: Asia, Africa, North America, South America, Europe (including the UK), Oceania.  **c) Yes, we can provide evidence that the registry services for all 3 of these customers are physically hosted in:**  three data centres, each with power and data redundancy, and separated by at least 50 miles in mainland UK (33 marks)  **d) No, we cannot provide evidence that meets either (a), (b) or (c)** | |
| **M1 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  Before responding to this question, please ensure you have read and understood the Lot description Framework Schedule 1 for Critical Domain Services (Lot 1d).  In the free text box you must tell us the location of each data centre. You must also describe the supporting evidence you are attaching.  **You must attach evidence as part of your response to (a), (b) or (c). This must include the name of the domains that you are referencing. The preferred piece of supporting evidence are customer contracts (redacted if necessary). Other evidence that may be acceptable are documents from ICANN, Bidder contracts, specifications, operational service reports, references or any other supporting documentation which helps to clearly answer the question.**  If you answer (d) for this question then your bid will be rejected and you will be excluded from the competition.  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 – 2,000 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 M1 (i). | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The response provides evidence that they meet requirement a.  This must include the name of the domains that you are referencing. The preferred piece of supporting evidence are customer contracts (redacted if necessary). Other evidence that may be acceptable are documents from ICANN, 3rd party supplier contracts, specifications, operational service reports, references or any other supporting documentation which helps to clearly answer the question. |
| **66** | The response provides evidence that they meet requirement b.  This must include the name of the domains that you are referencing. The preferred piece of supporting evidence are customer contracts (redacted if necessary). Other evidence that may be acceptable are documents from ICANN, 3rd party supplier contracts, specifications, operational service reports, references or any other supporting documentation which helps to clearly answer the question. |
| **33** | The response provides evidence that they meet requirement c  This must include the name of the domains that you are referencing. The preferred piece of supporting evidence are customer contracts (redacted if necessary). Other evidence that may be acceptable are documents from ICANN, 3rd party supplier contracts, specifications, operational service reports, references or any other supporting documentation which helps to clearly answer the question. |
| **0 (Fail)** | The response does provide evidence to answer (a), (b) or (c) and the Bidder is disqualified from the competition. |

| **Section M2 – Lot 1d Critical Domain Services**  **Running Other Registry Functions** | |
| --- | --- |
| **M2 Requirement -** CCS requires Bidders to demonstrate they have experience running Other Registry Functions. | |
| Can your organisation show it has in-house experience providing at least 2 other registry functions at ccTLD or gTLD level for the 3 customers you referenced in Selection question Q1 over the past 5 years?  a) Running a Registry data escrow  b) Maintaining a properly signed zone in accordance with DNSSEC requirements  c) Providing Registrar Billing and Accounting Information  d) Using IDN Tables  e) Providing Registry Lock | |
| **M2 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  Before responding to this question, please ensure you have read and understood the Lot description Framework Schedule 1 for Critical Domain Services (Lot 1d).  If you fail this question, your bid will be rejected and you will be excluded from the competition. In the free text box you must tell us Other Registry Functions you are providing.  **This must include the name of the domains that you are referencing. The preferred piece of supporting evidence are customer contracts (redacted if necessary). Other evidence that may be acceptable are documents from ICANN, Bidder contracts, specifications, operational service reports, references or any other supporting documentation which helps to clearly answer the question.**  Experience operating all 5 other registry functions = 100 marks  Experience operating 4 registry functions = 75 marks  Experience operating 3 registry functions = 50 marks  Experience operating 2 registry functions = 25 marks  Experience operating 1 registry function or less = 0 marks (Fail)  If you receive zero marks, your bid will be rejected and you will be excluded from the competition.  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 – 2,000 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 M2 (i). | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The response provides evidence it provides all 5 other registry services to its customers.  This must include the name of the domains that you are referencing. The preferred piece of supporting evidence are customer contracts (redacted if necessary). Other evidence that may be acceptable are documents from ICANN, 3rd party supplier contracts, specifications, operational service reports, references or any other supporting documentation which helps to clearly answer the question. |
| **75** | The response provides evidence it provides 4 other registry services to its customers  This must include the name of the domains that you are referencing. The preferred piece of supporting evidence are customer contracts (redacted if necessary). Other evidence that may be acceptable are documents from ICANN, 3rd party supplier contracts, specifications, operational service reports, references or any other supporting documentation which helps to clearly answer the question. |
| **50** | The response provides evidence it provides 3 other registry services to its customers  This must include the name of the domains that you are referencing. The preferred piece of supporting evidence are customer contracts (redacted if necessary). Other evidence that may be acceptable are documents from ICANN, 3rd party supplier contracts, specifications, operational service reports, references or any other supporting documentation which helps to clearly answer the question. |
| **25** | The response provides evidence it provides 2 other registry services to its customers  This must include the name of the domains that you are referencing. The preferred piece of supporting evidence are customer contracts (redacted if necessary). Other evidence that may be acceptable are documents from ICANN, 3rd party supplier contracts, specifications, operational service reports, references or any other supporting documentation which helps to clearly answer the question. |
| **0 (Fail)** | The response provides evidence it provides 1 or less other registry services to its customers. |

| **Section M3 – Lot 1d Critical Domain Services**  **High availability** | |
| --- | --- |
| **M3 Requirement -** CCS requires Bidders to demonstrate high availability of DNS | |
| Can your organisation show continuous experience running ccTLD or gTLD registries with 100% availability over the past 5 years for the 3 customers referenced in Selection question 1? | |
| **M3 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  Before responding to this question, please ensure you have read and understood the Lot description Framework Schedule 1 for Critical Domain Services (Lot 1d).  In the free text box you must tell us the level of availability you have provided for your customers over 5 years.  100% availability means no planned or unplanned outages at the service boundary.  An outage of over 5 minutes and 15 seconds of planned or unplanned downtime per year (99.999%) will be a fail.  Evidence of registry running at 100% for all 3 customers over 5 years = 100 marks  Evidence of registry at better than 99.999% for all 3 customers over 5 years = 50 marks  Evidence of registry running at less than 99.999% for any of the 3 customers over 5 years = 0 marks (Fail)  You must attach evidence for availability metrics for your 3 customers over the course of 5 years. This must include the name of the domains that you are referencing. The preferred piece of supporting evidence is customer operational service reports (redacted if necessary). Internal service reports and customer assertations are also acceptable.  If you fail this question, your bid will be rejected and you will be excluded from the competition.  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 – 2,000 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 M3 (i). | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The response shows that the registry was running at 100% availability for each of 5 years.  This must include the name of the domains that you are referencing. The preferred piece of supporting evidence is customer operational service reports (redacted if necessary). Internal service reports and customer assertations are also acceptable.  If you fail this question, your bid will be rejected and you will be excluded from the competition. |
| **50** | The response shows that the registry was running at better than 99.999% availability for each of 5 years.  This must include the name of the domains that you are referencing. The preferred piece of supporting evidence is customer operational service reports (redacted if necessary). Internal service reports and customer assertations are also acceptable.  If you fail this question, your bid will be rejected and you will be excluded from the competition. |
| **0 (Fail)** | The response shows that the registry was running at less than 99.999% availability for any year in a 5 year period. |

| **Section N – Lot 4a Analogue Telephony** | |
| --- | --- |
| **N1 Requirement - Service management and new technology implementation** | |
| Describe how you would support the customer's existing technologies (Schedule 1 - Specification of primary services for Lot 4a, whilst demonstrating your ability to provide the customer with options, and a transition plan to new technologies.  Please address the scope referenced in Section 2.8 of Attachment 1a - Specification, and the component part questions below. | |
| **N1 Response guidance**  **All bidders wishing to bid for Lots 4a must answer this question.**  You must insert your response into the text fields in the eSourcing suite.  Before responding to this question, please ensure you have read and understood the Lot description Framework Schedule 1 for Lot 4a - Analogue Telephony  In order to satisfy the requirement and the question associated with the requirement, your response must fully address the evaluation criteria posed at component parts (a – d) below:  **a) Provide an anonymised example (relevant to the primary services specification you are bidding for), that demonstrates your ability to transition a customer to a new technology. Please be specific about:**  **i.) The technology that was being displaced and a description of the new technology.**  **ii.) The role you performed in proposing and managing the change.**  **iii.) The benefit to the customer.**  **b) Describe the key stages of a solution implementation that you would manage as a prime service owner.**  **c) Describe your approach to ensuring continuous improvement within service delivery. Provide an anonymised example relevant to your capability.**  **d) Provide a description of 3 KPI's you would include in management reporting to demonstrate service performance of the primary service you are bidding for.**  Responses should be limited to, and focused on the requirement, response guidance and evaluation criteria set out in the component parts posed (a – d).  You must not make generalised statements or give irrelevant information.  Do not use acronyms which are not defined and provide 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. State which part you are responding to.  If you receive a zero (0) for this quality question, your bid will be rejected and you will be excluded from the competition.  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 N1 (i) and N1(ii), N1 (iii) and N1(iv). | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The response fully addresses all component parts of the question (a-d) and meets the overall requirement set out in the question. |
| **75** | The response fully addresses three of the four component parts of the question and meets the overall requirement set out in the question. |
| **50** | The response fully addresses two of the four component parts of the question and meets the overall requirement set out in the question. |
| **25** | The response fully addresses one of the four component parts of the question and meets the overall requirement set out in the question. |
| **0 (Fail)** | The response partially addresses some or all of the four component parts, or there is no response, or the response does not meet the overall requirement set out in the question. |

| **Section P – Lot 4e Paging and Alerting** | |
| --- | --- |
| **P1 Requirement - Service management and new technology implementation** | |
| Describe how you would support the customer's existing technologies (Schedule 1 - Specification of primary services for Lot 4e, whilst demonstrating your ability to provide the customer with options, and a transition plan to new technologies.  Please address the scope referenced in Sections 2.12 of Attachment 1a - Specification, and the component part questions below. | |
| **P1 Response guidance**  **All bidders wishing to bid for Lots 4e must answer this question.**  You must insert your response into the text fields in the eSourcing suite.  Before responding to this question, please ensure you have read and understood the Lot description Framework Schedule 1 for Lot 4e Paging and Alerting  In order to satisfy the requirement and the question associated with the requirement, your response must fully address the evaluation criteria posed at component parts (a – d) below:  **a) Provide an anonymised example (relevant to the primary services specification you are bidding for), that demonstrates your ability to transition a customer to a new technology. Please be specific about:**  **i.) The technology that was being displaced and a description of the new technology.**  **ii.) The role you performed in proposing and managing the change.**  **iii.) The benefit to the customer.**  **b) Describe the key stages of a solution implementation that you would manage as a prime service owner.**  **c) Describe your approach to ensuring continuous improvement within service delivery. Provide an anonymised example relevant to your capability.**  **d) Provide a description of 3 KPI's you would include in management reporting to demonstrate service performance of the primary service you are bidding for.**  Responses should be limited to, and focused on the requirement, response guidance and evaluation criteria set out in the component parts posed (a – d).  You must not make generalised statements or give irrelevant information.  Do not use acronyms which are not defined and provide 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. State which part you are responding to.  If you receive a zero (0) for this quality question, your bid will be rejected and you will be excluded from the competition.  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 P1 (i) and P1(ii), P1 (iii) and P1(iv). | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The response fully addresses all component parts of the question (a-d) and meets the overall requirement set out in the question. |
| **75** | The response fully addresses three of the four component parts of the question and meets the overall requirement set out in the question. |
| **50** | The response fully addresses two of the four component parts of the question and meets the overall requirement set out in the question. |
| **25** | The response fully addresses one of the four component parts of the question and meets the overall requirement set out in the question. |
| **0 (Fail)** | The response partially addresses some or all of the four component parts, or there is no response, or the response does not meet the overall requirement set out in the question. |

**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.

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

You should have read and understood the information on TUPE in paragraph 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.

You must read and understand the Instructions tab for each specific lot provided in the Attachment 3 Framework Pricing Matrix RM6116. Each Lot has specific instructions and guidance applicable to that particular Lot.

Your prices submitted must :

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

Pricing will be based on:

1. eight (8) hour Working Day; and
2. rounded to the nearest £10.

Negative bids for the Lots you are bidding for will not be allowed. We will investigate where we consider your bid to be abnormally low or zero.

For the purpose of evaluation zero prices will be treated as follows: £ to two (2) decimal places (£0.00) will be scored using £0.001.

Mandatory prices are required in each table as per the guidance below. Failure to submit a price in a mandatory cell may result in your bid being deemed non-compliant, and your bid for the Lot may be rejected from this competition.

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 each of the lot(s) you are submitting a bid for.

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

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

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

**11.2 Price evaluation process**

This is how we will evaluate your pricing:

We will check you have completed all the blue cells for each lot you are bidding for.

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

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

The bidder with the lowest price as indicated in the methodology below, for each respective Lot (1a,1b,1c,1d, 2a,3a, 3b, 4a, 4b,4c,4d and 4e), will be awarded the maximum mark available (a price score of 15) . All other bidders will get a price score relative to the lowest total basket price.

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

**Lot 1a - Inter site Connectivity (Wide Area Network) / Data Access Services**

Customer Premises score will be calculated as the Total pricing on customer premises equipment = the sum of the TOTAL of both terms (3 + 5 year cost).

3 and 5 year terms cost will be calculated as:

Standard circuit installation + ( number of years x (Circuit annual rental for period of term )) + Router standard installation + ( number of years x (Router annual lease for period of term + router annual management charge ))

| Price Score for customer premises |  | Lowest customer premises price |  | 5 (maximum mark available) |
| --- | --- | --- | --- | --- |
| = |  | x |
|  | Bidders customer premises price |  |

Professional Services score will be calculated as the Total pricing for Professional Services = Sum of price per day (all skill levels together) + Sum of visit charge + Sum of price per hour

| Price Score for professional services |  | Lowest professional services price |  | 10 (maximum weighted mark available) |
| --- | --- | --- | --- | --- |
| = |  | x |
|  | Bidders professional services price |  |

The overall price score for Lot 1a awarded to each bidder will be the sum of the weighted price scores for customer premises and professional services. An example of how this is calculated is provided below:

| Bidder A |  | Bidder B |  | Bidder C |
| --- | --- | --- | --- | --- |
| Customer Premises price |  | Customer Premises price |  | Customer Premises price |
| £750,000.00 |  | £1,000,000.00 |  | £850,000.00 |
| Professional Services price |  | Professional Services price |  | Professional Services price |
| £1,000,000.00 |  | £1,000,000.00 |  | £1,150,000.00 |

Bidder A has the lowest customer premises price of £750,000.00. Bidder A is awarded the maximum weighted mark available for price, which is 5.00;

Bidder B submits a total customer premises price of £1,000,000.00. Bidder B is awarded a weighted price score of 3.75;

Bidder C submits a total customer premises price of £850,000.00 and is awarded a weighted price score of 4.41.

The same methodology is applied to Professional Services giving scores of:

A = 10.00, B= 10.00, C= 8.69

The overall price score for Lot 1a will be the sum of the two weighted price scores, e.g.:

Bidder A = 5.00+10.00 = 15.00

Bidder B = 3.75+10.00 =13.75

Bidder C = 4.41+ 8.69 = 13.10

**Lot 1b Commercial Radio, Lot 4e Paging and Alerting**

The Total Basket price will be calculated as the Sum of price per day (all skill levels together) + Sum of visit charge + Sum of price per hour

| The Price Score |  | Lowest total basket price |  | 15 (maximum weighted mark available) |
| --- | --- | --- | --- | --- |
| = |  | x |
|  | Bidders total basket price |  |

The overall price score for Lot 1b awarded to each bidder will be based solely on the Total Basket price score. An example of how this is calculated is provided below:

| Bidder A |  | Bidder B |  | Bidder C |
| --- | --- | --- | --- | --- |
| Total basket price |  | Total basket price |  | Total basket price |
| £1,250,000.00 |  | £1,750,000.00 |  | £1,500,000.00 |

Bidder A has the lowest basket price of £1,250,000.00. Bidder A is awarded the maximum mark available for price, which is 15.00;

Bidder B submits a total basket price of £1,750,000.00. Bidder B is awarded a price score of 10.71

Bidder C submits a total basket price of £1,500,000.00 and is awarded a price score of 12.50

**Lot 1c Tactical Radio Systems**

The Professional Services score used to calculate the final price score for this lot will be calculated as the Sum of price per day (all "evaluated" skill levels added together)

| The Price Score |  | Lowest total basket price |  | 15 (maximum weighted mark available) |
| --- | --- | --- | --- | --- |
| = |  | x |
|  | Bidders total basket price |  |

The overall price score for Lot 1c awarded to each bidder will be based solely on the professional services score. An example of how this is calculated is provided below:

| Bidder A |  | Bidder B |  | Bidder C |
| --- | --- | --- | --- | --- |
| Total basket price |  | Total basket price |  | Total basket price |
| £1,250,000.00 |  | £1,750,000.00 |  | £1,500,000.00 |

Bidder A has the lowest basket price of £1,250,000.00. Bidder A is awarded the maximum mark available for price, which is 15.00;

Bidder B submits a total basket price of £1,750,000.00. Bidder B is awarded a price score of 10.71

Bidder C submits a total basket price of £1,500,000.00 and is awarded a price score of 12.50

**Lot 1d Critical Domain Services**

The total 15% weighting on price is apportioned across the sum of Primary customer cost, and Additional customer incremental DUM volumes.

The Primary customer costs are calculated as Total fixed cost for Primary customer of up to 100,000 DUM (5 year term).

This is calculated as the SUM of Mandatory baseline service + Addition Service option 1 + Additional Service option 2 + Additional Service option 3

The methodology for calculating Additional customer incremental DUM costs are calculated as Total fixed cost for Additional customer of up to 10,000 DUM (5 year term) which equals the SUM of Mandatory baseline service + Addition option 1 + Additional option 2 + Additional option 3

Total primary and additional customer incremental DUM costs are then added to give the Total Bid Cost. The weighted price score will be calculated as follows:

| The Price Score |  | Lowest Total bid i.e.: (Total Primary service cost over 5 years + Total Additional Service cost over 5 years) |  | 15 (maximum weighted mark available) |
| --- | --- | --- | --- | --- |
| = |  | x |
|  | Bidders Total bid i.e.: (Total Primary service cost over 5 years + Total Additional Service cost over 5 years) |  |

An example of how this is calculated is provided below:

| Bidder A |  | Bidder B |  | Bidder C |
| --- | --- | --- | --- | --- |
| Total basket price |  | Total basket price |  | Total basket price |
| £1,250,000.00 |  | £1,750,000.00 |  | £1,500,000.00 |

Bidder A has the lowest basket price of £1,250,000.00. Bidder A is awarded the maximum mark available for price, which is 15.00;

Bidder B submits a total basket price of £1,750,000.00. Bidder B is awarded a price score of 10.71

Bidder C submits a total basket price of £1,500,000.00 and is awarded a price score of 12.50

**Lot 2a Intra site Connectivity (Local Area Network) / Local Connectivity Services**

Customer Premises score will be calculated as the Total pricing on customer premises equipment = the sum of the TOTAL of both terms (3 + 5 year cost).

3 and 5 year terms cost will be calculated as:

Equipment cost + Installation cost + ( number of years x Annual management and maintenance charge for that term period)

| Price Score for customer premises |  | Lowest customer premises price |  | 5 (maximum weighted mark available) |
| --- | --- | --- | --- | --- |
| = |  | x |
|  | Bidders customer premises price |  |

Professional Services score will be calculated as the Total pricing for Professional Services which is the Sum of price per day (all skill levels together) + Sum of visit charge + Sum of price per hour

| Price Score for professional services |  | Lowest professional services price |  | 10 (maximum weighted mark available) |
| --- | --- | --- | --- | --- |
| = |  | x |
|  | Bidders professional services price |  |

The overall price score for Lot 2a awarded to each bidder will be the sum of the weighted price scores for customer premises and professional services.

| Bidder A |  | Bidder B |  | Bidder C |
| --- | --- | --- | --- | --- |
| Customer Premises price |  | Customer Premises price |  | Customer Premises price |
| £750,000.00 |  | £1,000,000.00 |  | £850,000.00 |
| Professional Services price |  | Professional Services price |  | Professional Services price |
| £1,000,000.00 |  | £1,000,000.00 |  | £1,150,000.00 |

Bidder A has the lowest customer premises price of £750,000.00. Bidder A is awarded the maximum weighted mark available for price, which is 5.00;

Bidder B submits a total customer premises price of £1,000,000.00. Bidder B is awarded a weighted price score of 3.75;

Bidder C submits a total customer premises price of £850,000.00 and is awarded a weighted price score of 4.41.

The same methodology is applied to Professional Services giving scores of:

A = 10.00, B= 10.00, C= 8.69

The overall price score for Lot 1a will be the sum of the two weighted price scores:

Bidder A = 5.00+10.00 = 15.00

Bidder B = 3.75+10.00 =13.75

Bidder C = 4.41+ 8.69 = 13.10

**Lot 3a IoT Smart Cities**

The Professional Services score used to calculate the final price score for this lot will be calculated as the Total pricing for Professional Services which is the sum of price per day (all skill levels added together) + Sum of visit charge + Sum of price per hour

| Price Score for professional services |  | Lowest Total professional services price |  | 15 (maximum weighted mark available) |
| --- | --- | --- | --- | --- |
| = |  | x |
|  | Bidders Total professional services price |  |

The overall price score for Lot 3a awarded to each bidder will be the sum of the price scores for customer premises and professional services

| Bidder A |  | Bidder B |  | Bidder C |
| --- | --- | --- | --- | --- |
| Professional Services price |  | Professional Services price |  | Professional Services price |
| £750,000.00 |  | £1,000,000.00 |  | £850,000.00 |

Bidder A has the lowest total price of £750,000.00. Bidder A is awarded the maximum weighted mark available for price, which is 15.00;

Bidder B submits a total price of £1,000,000.00. Bidder B is awarded a price score of 11.25;

Bidder C submits a total price of £850,000.00 and is awarded a price score of 13.24.

**Lot 3b Communication Platform as a Service**

The Professional Services score used to calculate the final price score for this lot will be calculated asthesum of price per day for each skill set required (adding all skill levels together) to give a total professional services price.

| Price Score for professional services |  | Lowest Total professional services price |  | 15 (maximum weighted mark available) |
| --- | --- | --- | --- | --- |
| = |  | x |
|  | Bidders Total professional services price |  |

The overall price score for Lot 3b awarded to each bidder will be based solely on the professional services score. An example of how this is calculated is provided below:

| Bidder A |  | Bidder B |  | Bidder C |
| --- | --- | --- | --- | --- |
| Professional Services price |  | Professional Services price |  | Professional Services price |
| £750,000.00 |  | £1,000,000.00 |  | £850,000.00 |

Bidder A has the lowest total price of £750,000.00. Bidder A is awarded the maximum weighted mark available for price, which is 15.00;

Bidder B submits a total price of £1,000,000.00. Bidder B is awarded a price score of 11.25;

Bidder C submits a total price of £850,000.00 and is awarded a price score of 13.24.

**Lot 4a Analogue Telephony**

The total 15% weighting on price is split in the following way: 10% on Customer customer service line, and 5% on calling charge costs.

The methodology used to calculate each total customer service cost is as follows:

1 year service line term cost = Installation cost + ( 12 x monthly rental )

In the case of DDi number range, no installation cost is applied, only the 12 x monthly rental cost.

This formula is also applied separately for all 3 service lines and added to give the Bid Total cost.

| Price Score for Total Customer Service Line |  | Lowest bid Total cost for customer service line |  | 10 (maximum weighted mark available) |
| --- | --- | --- | --- | --- |
| = |  | x |
|  | Bidders Total cost for customer service line |  |

The methodology used to calculate each total calling charges cost is as follows:

Calling charges costs = Local ppm usage charges + National ppm usage charges

| Price Score for Total Calling Charge |  | Lowest bid Total Calling charges cost |  | 5 (maximum weighted mark available) |
| --- | --- | --- | --- | --- |
| = |  | x |
|  | Bidders Total Calling charges cost |  |

The overall price score for Lot 4a awarded to each bidder will be the sum of the weighted price scores for customer service line costs and the calling charge costs

| Bidder A |  | Bidder B |  | Bidder C |
| --- | --- | --- | --- | --- |
| Total Customer Service Line costs |  | Total Customer Service Line costs |  | Total Customer Service Line costs |
| £150,000.00 |  | £200,000.00 |  | £170,000.00 |
| Total Calling Charge |  | Total Calling Charge |  | Total Calling Charge |
| £1,000.00 |  | £1,000.00 |  | £1,150.00 |

Bidder A has the lowest total customer service line cost of £150,000.00. Bidder A is awarded the maximum weighted mark available for price, which is 5.00;

Bidder B submits a total customer service line cost of £200,000.00. Bidder B is awarded a weighted price score of 3.75;

Bidder C submits a total customer service line cost of £170,000.00 and is awarded a weighted price score of 4.41.

The same methodology is applied to the total calling charges giving scores of:

A = 10.00, B= 10.00, C= 8.69

The overall price score for Lot 1a will be the sum of the two weighted price scores :

Bidder A = 5.00 +10.00 = 15.00

Bidder B = 3.75 +10.00 =13.75

Bidder C = 4.41+ 8.69 = 13.10

**Lot 4b Digital Communications Services (Unified Communications)**

The total 15% weighting on price is split in the following way: 5% on Customer customer service line, and 10% on Professional services.

The methodology to calculate the Customer service line cost is as follows:

3 year term cost will be calculated as :

3 x (1-99 users annual cost per user 3 year term + 100-499 users annual cost per user 3 year term + 500 plus users annual cost per user 3 year term)

This formula is also applied separately for the 5 year pricing terms (where the multiplier of the annual cost per user will be 5).

Total pricing on the customer service line is calculated as the sum of the TOTAL of both terms (3 + 5 year cost).

Your customer service line score will be calculated as:

| Price Score for Total Customer Service Line |  | Lowest bid Total for Customer Service Line |  | 5 (maximum weighted mark available) |
| --- | --- | --- | --- | --- |
| = |  | x |
|  | Bidders Total for Customer Service Line |  |

The methodology to calculate the Professional Services cost calculation is as follows:

Total pricing for Professional Services = Sum of price per day (all skill levels together) + Sum of visit charge + Sum of price per hour

| Price Score for Total Professional Services |  | Lowest bid Total for Professional Services |  | 10 (maximum weighted mark available) |
| --- | --- | --- | --- | --- |
|  |  | x |
|  | Bidders Total for Professional Services |  |

The overall price score for Lot 4b awarded to each bidder will be the sum of the weighted price scores for customer service line costs and the professional services costs

| Bidder A |  | Bidder B |  | Bidder C |
| --- | --- | --- | --- | --- |
| Total Customer Service Line costs |  | Total Customer Service Line costs |  | Total Customer Service Line costs |
| £150,000.00 |  | £200,000.00 |  | £170,000.00 |
| Professional Services Costs |  | Professional Services Costs |  | Professional Services Costs |
| £500,000.00 |  | £500,000.00 |  | £575,000.00 |

Bidder A has the lowest total customer service line cost of £150,000.00. Bidder A is awarded the maximum weighted mark available for price, which is 5.00;

Bidder B submits a total customer service line cost of £200,000.00. Bidder B is awarded a weighted price score of 3.75;

Bidder C submits a total customer service line cost of £170,000.00 and is awarded a weighted price score of 4.41.

The same methodology is applied to the total calling charges giving weighted scores of:

A = 10.00, B= 10.00, C= 8.69

The overall price score for Lot 1a will be the sum of the two weighted price scores:

Bidder A = 5.00+10.00 = 15.00

Bidder B = 3.75+10.00 =13.75

Bidder C = 4.41+ 8.69 = 13.10

**Lot 4c Contact Centre Services**

The total 15% weighting on price is split in the following way: 5% allocation to each of the components parts of the pricing sheet.

The methodology to calculate the Customer service line cost is as follows:

3 year term cost = 3 x (1-99 users annual cost per user 3 year term + 100-499 users annual cost per user 3 year term + 500 plus users annual cost per user 3 year term)

This formula is also applied separately for the 5 year pricing terms (where the multiplier of the annual cost per user will be 5).

The Total pricing for customer service line = the sum of the TOTAL of both terms (3 + 5 year cost).

| Price Score for Total Customer Service Line |  | Lowest bid Total for Customer Service Line |  | 5 (maximum weighted mark available) |
| --- | --- | --- | --- | --- |
| = |  | x |
|  | Bidders Total for Customer Service Line |  |

The methodology to calculate the Integration development cost is as follows:

Total pricing for Integration development will be calculated as the the Sum of price per day of all 3 skill levels together (integration to RPA + integration to AI + integration to automation )

| Price Score for Total Integration Development cst |  | Lowest bid Total for Integration Development |  | 5 (maximum weighted mark available) |
| --- | --- | --- | --- | --- |
| = |  | x |
|  | Bidders Total for Integration Development |  |

The methodology to calculate the Professional Services cost is as follows:

Total pricing for Professional Services will be calculated as the Sum of price per day (all skill levels together) + Sum of visit charge + Sum of price per hour

| Price Score for Total Professional Services |  | Lowest bid Total for Professional Services |  | 5 (maximum weighted mark available) |
| --- | --- | --- | --- | --- |
|  |  | x |
|  | Bidders Total for Professional Services |  |

The overall price score for Lot 4c awarded to each bidder will be the sum of the weighted price scores for customer service line costs, integration development costs and the professional services costs.

| Bidder A |  | Bidder B |  | Bidder C |
| --- | --- | --- | --- | --- |
| Total Customer Service Line costs |  | Total Customer Service Line costs |  | Total Customer Service Line costs |
| £150,000.00 |  | £200,000.00 |  | £170,000.00 |
| Integration Development Costs |  | Integration Development Costs |  | Integration Development Costs |
| £200,000.00 |  | £250,000.00 |  | £250,000.00 |
| Professional Services Costs |  | Professional Services Costs |  | Professional Services Costs |
| £500,000.00 |  | £500,000.00 |  | £575,000.00 |

Bidder A has the lowest total customer service line cost of £150,000.00. Bidder A is awarded the maximum weighted mark available for price, which is 5.00;

Bidder B submits a total customer service line cost of £200,000.00. Bidder B is awarded a weighted price score of 3.75;

Bidder C submits a total customer service line cost of £170,000.00 and is awarded a weighted price score of 4.41.

The same methodology is applied to the total Integration development costs, giving weighted scores of: A = 5.00, B= 4.00, C= 4.00

The same methodology is also applied to the total calling charges, giving weighted scores of: A = 5.00, B= 5.00, C= 4.35

The overall price score for Lot 4c will be the sum of the three weighted price scores:

Bidder A = 5.00 + 5.00 + 5.00 = 15.00

Bidder B = 3.75 + 4.00 + 5.00 = 12.75

Bidder C = 4.41+ 4.00 + 4.35 = 12.76

**Lot 4d Inbound Telephony**

The total 15% weighting on price is split in the following way: 5% on Pricing by Number range, and 10% on Professional services.

The methodology used to calculate Pricing by number range is as follows:

3 year term cost = Installation cost + ( 3 x annual rental for 3 year term)

This formula is also applied separately for the 5 year pricing terms (where the multiplier of the annual cost per user will be 5).

Total pricing on customer service line = the sum of the TOTAL of both terms (3 + 5 year cost).

| Price Score for Total Customer Service Line |  | Lowest bid Total for Price by number range |  | 5 (maximum weighted mark available) |
| --- | --- | --- | --- | --- |
| = |  | x |
|  | Bidders Total for Price by number range |  |

The methodology used to calculate Professional Services cost is as follows:

Total pricing for Professional Services = Sum of price per day (all skill levels together) + Sum of visit charge + Sum of price per hour

| Price Score for Total Professional Services |  | Lowest bid Total for Professional Services |  | 10 (maximum weighted mark available) |
| --- | --- | --- | --- | --- |
|  |  | x |
|  | Bidders Total for Professional Services |  |

The overall price score for Lot 4 awarded to each bidder will be the sum of the weighted price scores for customer service line costs and the professional services costs

| Bidder A |  | Bidder B |  | Bidder C |
| --- | --- | --- | --- | --- |
| Total Customer Service Line costs |  | Total Customer Service Line costs |  | Total Customer Service Line costs |
| 150000.00 |  | 200000.00 |  | 170000.00 |
| Professional Services Costs |  | Professional Services Costs |  | Professional Services Costs |
| 500,000.00 |  | 500,000.00 |  | 575,000.00 |

Bidder A has the lowest total customer service line cost of £150,000.00. Bidder A is awarded the maximum weighted mark available for price, which is 5.00;

Bidder B submits a total customer service line cost of £200,000.00. Bidder B is awarded a weighted price score of 3.75;

Bidder C submits a total customer service line cost of £170,000.00 and is awarded a weighted price score of 4.41.

The same methodology is applied to the total calling charges giving weighted scores of:

A = 10.00, B= 10.00, C= 8.69

The overall price score for Lot 1a will be the sum of the two weighted scores:

Bidder A = 5.00+10.00 = 15.00

Bidder B = 3.75+10.00 =13.75

Bidder C = 4.41+ 8.69 = 13.10

**Lot 4e - Paging and Alerting**

The methodology used to calculate Professional Services cost is as follows:

Total pricing for Professional Services = Sum of price per day (all skill levels together) + Sum of visit charge + Sum of price per hour

| Price Score for professional services |  | Lowest Total professional services price |  | 15 (maximum weighted mark available) |
| --- | --- | --- | --- | --- |
| = |  | x |
|  | Bidders Total professional services price |  |

The overall price score for Lot 3b awarded to each bidder will be based solely on the professional services score. An example of how this is calculated is provided below:

| Bidder A |  | Bidder B |  | Bidder C |
| --- | --- | --- | --- | --- |
| Professional Services price |  | Professional Services price |  | Professional Services price |
| £750,000.00 |  | £1,000,000.00 |  | £850,000.00 |

Bidder A has the lowest total price of £750,000.00. Bidder A is awarded the maximum weighted mark available for price, which is 15.00;

Bidder B submits a total price of £1,000,000.00. Bidder B is awarded a weighted price score of 11.25;

Bidder C submits a total price of £850,000.00 and is awarded weighted price score of 13.24.

**11.3 Abnormally low tenders**

Where we consider any of the 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:

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

Example:

| Bidder | Quality score including Social Value | Price score | Final score |
| --- | --- | --- | --- |
| (Maximum score available 85) | (Maximum score available 15) | (Maximum score available 100) |
| Bidder A | 82.00 | 12.00 | 94.00 |
| Bidder B | 70.00 | 10.00 | 80.00 |
| Bidder C | 59.00 | 15.00 | 74.00 |

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 Section 3 of Attachment 1 – about the framework.

The maximum number of bidders for each Lot of this framework may increase where two (2) or more bidders have tied scores in last position only.

12.2 Reserved rights

We also reserve the right to award a framework to any bidders whose final score is within 1% of the last position within each of the framework lots. As an example, if the last position for lot 1a is 35th position.

**Example:**

If the bidder in 35th place, last position has a final score of 60.00

The calculation we will use is:

Lot 1a - 35th place bidders final score is 60.00

1% of 60.00 = 0.60

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

60.00 - 0.60 = 59.40

So, any bidder whose final score is 59.40 or above will be awarded a lot 1a place on the framework.

This principle applies to all framework lots

12.3 Intention to award

You can submit a bid for one or more lots. You must complete section 1.11.1 of the Supplier Questionnaire indicating which lots you wish to submit bids against. Failure to confirm Yes against any specific lot will mean that you do not wish to bid for that lot and you will only be considered for those lots where you have indicated Yes; following close of the ITT submissions.

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

12.4 Framework contract

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

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

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:

Attachment 2b Certificate of Technical and Professional Ability - All lots except Lot 1d

Attachment 2c Relevant and Principle Services - Lots 1a, 2c, 2a and 4b only

Attachment 2d Certificate of Performance - Lots 1a, 2c, 2a and 4b only

Attachment 2e Carbon Reduction Plan Template PPN 06-21

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.