

## **RM6167 PSN Core Services Webinar Guidelines**

We mute your phone on entry to cut down on background noise.

No questions will be taken throughout this webinar.

You will need to send your questions to us through the eSourcing tool. This will be the **ONLY** way we can communicate with you.

A copy of the slides will be posted as an attachment in the eSourcing tool.

**RM6167**

**PSN Core Services**

**Bid pack walkthrough**

25 February 2020



Crown  
Commercial  
Service

# Content

Introducing Crown Commercial Service

About the framework

How to bid

Selection Stage (bid pack attachment 2a)

Award Stage (bid pack attachments 2d, 3a and 3b)

When and how to ask questions

Webinar close

3



## Slide 3 - Content

Today we will talk through parts of the bid pack that are important for you to know and understand about the process.

We won't cover every item, everything we will cover is also available in the bid pack documents.

We hope you will find this webinar useful.

## Introducing Crown Commercial Service

We help organisations across the entire public sector save time and money on buying their everyday goods and services...

- Commercial expertise
- Supporting frontline services
- Significant savings
- Customer focused
- Bulk buying power

Maximising  
commercial  
benefits

Focusing on our  
customers

Strengthening the  
UK economy through  
effective policy  
delivery

We aim to achieve more than £900m of commercial benefits for our customers in 2019/20

4



### Slide 4 - Crown Commercial Service

For those of you that are new to Crown Commercial Service brings together policy, advice and direct buying; providing commercial services to the public sector and saving money for the taxpayer.

We operate as a trading fund under the Government Trading Funds Act 1973 and our offices are in Liverpool, Norwich, Newport, Leeds and London.

Our focus and priorities are:

Maximising commercial benefits

Focusing on our customers

Strengthening the UK economy through effective policy delivery



## About the Framework

5



Crown  
Commercial  
Service

### **Slide 5 - Framework introduction**

Firstly some detail about this framework

## Framework introduction

The provision of Public Services Network (PSN) Core Services which allow Government to send information electronically and securely.

The following Services will be made available under 2 Lots:

Lot	Lot name and description	No. of Places
Lot 1	PSN Domain Name System (PSN DNS)	1
Lot 2	PSN Email Relay (including Email Hygiene)	1

**Please ensure you read and understand the specification for each Lot.  
Framework Schedule 1 (Specification) Part 1 and Part 2**

6

### Slide 6 - Framework introduction

This framework is for the provision of Public Services Network (PSN) Core Services

It replaces two core services currently provided by the Government Convergence Framework (GCF), which will be made available under the two Lots:

Lot 1 PSN DNS (Domain Name System) Service; and

Lot 2 PSN Email Relay Service.

Lot 2 also includes the provision of Email Hygiene.

Each Lot has one place and you are permitted to submit a bid for and be successful in both Lots

The full specification for each Lot is in the bid pack - Framework Schedule 1 Specification, Part 1 for Lot 1 and Part 2 for Lot 2.

Please ensure you have read and understand all of the requirements detailed in the specification.

## Core Category and the use of Subcontractors

The core capability elements of each Lot shall be provided by the Supplier without requiring the use of any Key Subcontractor.

Lot	Core Category (Framework Schedule 1 Specification Part 1 & Part 2)
Lot 1 PSN DNS	COMP-1 PSN DNS Nameserver COMP-2 PSN DNS Resolver COMP-3 Internet DNS Authority
Lot 2 PSN Email Relay	COMP-1 The PSN Email Relay capable of: a. Routing email between mail servers on PSN. b. Routing email between mail servers on PSN and on the internet.

Commercial  
Service

### Slide 7 - Core Category and the use of Subcontractors

The Core Category, which are the core capability elements of each Lot, must be delivered directly by you without the use of a subcontractor.

For Lot 1 these are the PSN DNS Nameserver, PSN DNS Resolver and the Internet DNS Authority.

And

For Lot 2 the routing of email between mail servers on PSN and the routing of email between mail servers on PSN and on the internet.

Note that for Lot 2 the mail hygiene element of the service is not specified as a core capability element and therefore you may use a subcontractor for the provision of this element of the Lot 2 service.

## Framework Contract Period

### Lot 1 PSN DNS Services



### Lot 2 PSN Email Relay Services



8

## Slide 7 - Framework Contract Period

The Framework Contract will be established from the signing of the Framework Contract and the Services will commence from the Service Go Live Date.

Prior to the Service Go Live Date there will be an initial six months which will allow for the implementation plan and testing stage during which the Supplier will prepare and, where required, build their solution.

Upon achieving a Migration Go-Live Date there is a period of on-boarding End Customers from the existing service provision which may include (but, not limited to) user acceptance testing and penetration testing.

The Framework Expiry Date is 4 years from the Service Go-Live Date

This is the timeline for Lot 1 and for Lot 2.

## Transfer of Undertakings (Protection of Employment) Regulations 2006 (“TUPE”)

The incumbent Supplier has provided TUPE information.

To receive this information you must complete the non-disclosure agreement (Attachment 10) and return it to us via the eSourcing tool messaging service.

We don't represent that the TUPE information is complete or accurate.

All the TUPE information provided is strictly confidential.

**We encourage you to take your own advice on whether TUPE is likely to apply and to carry out due diligence accordingly.**

9

### Slide 9 - TUPE

Based on the assumption that TUPE may apply under the Framework Contract we have acquired information relating to the employees of the incumbent Suppliers. The incumbent Supplier has provided the relevant information.

To receive the TUPE information you must complete the non-disclosure agreement – Attachment 10 and return it via the eSourcing tool messaging service. When we receive your completed non-disclosure agreement, we will then send the TUPE information to you via the eSourcing tool.

We don't represent that the TUPE information is complete or accurate and we encourage you to take your own advice on whether TUPE is likely to apply and to carry out due diligence accordingly.

All the TUPE information is deemed to be strictly confidential and for use solely in connection with the preparation of your bid and any contract arising from this bid. Whether the TUPE information is provided to you orally, electronically or in writing, you must not at any time:

- make use of it for your own purposes
- disclose it to any person (except as may be required by law).

## Management Charge & Community Charge

The Supplier will be required pay to CCS:

- 1 the Management Charge
- and
- 1 the Community Charge

The Community Charge is paid by the Buyer and the Supplier will be required to invoice the Buyer for the Community Charge.

Please refer to the Framework Award Form,  
Framework Schedule 5 (Management Charges & Information) and  
Joint Schedule 1 (Definitions)

10



### Slide 10 - Management Charge & Community Charge

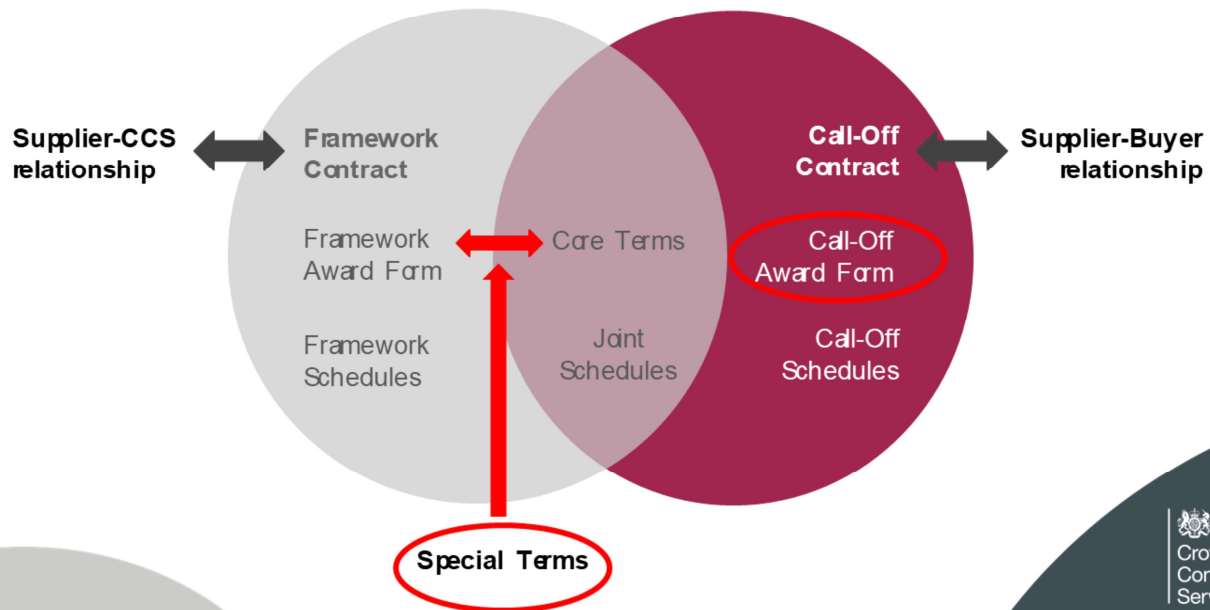
A Management Charge and a Community Charge are required to be paid by the Supplier to CCS.

The Management Charge (1%) is a charge payable to CCS by the Supplier. The Supplier must not pass this charge the Buyer or invoice the Buyer for the Management Charge.

The Community Charge (10%) is a charge payable to CCS by the Supplier. The Supplier is required to invoice the Buyer for the Community Charge.

This process is detailed in the Framework Award Form, Framework Schedule 5 (Management Charges & Information) and Joint Schedule 1 (Definitions).

## Public Sector Contract Structure and Design



### Slide 11 - Public Sector Contract Structure and Design

The RM6167 Framework and Call-Off Contracts are built from the template documents of the Public Sector Contract.

- Firstly the Core Terms which are the main legal terms for both Framework and Call-Off Contracts and must be used on every contract. They provide consistency of key commercial positions such as liabilities and termination. This Framework Contract RM6167 incorporates CCS Core Terms version 3.0.7
- The Framework Award Form which defines the Framework Contract and sets out the order of precedence of the documents incorporated into the Framework Contract. It specifies the version of the Core Terms to be used in the Contract and lists the included schedules and any Framework Special Terms that apply to the Contract. The signed Framework Award Form is the legal contract between CCS and the Supplier.
- The Framework Schedules which include the template Call-Off Award Form and cover the agreement between the Supplier and CCS.
- The Joint Schedules which apply to both the Framework and Call-Off, for example,

Definitions, Insurances and Key-subcontractors.

- and the Call-Off Schedules which cover the requirements between Buyer and Supplier, there are also some framework schedules that are important at Call-Off such Framework Schedule 1 Specification, these are shown in the Call-Off Award Form.
- The Call-Off Award Form is needed to complete a Call-Off Contract between the Supplier and the Buyer.  
It performs the same function for the Call-Off Contract as the Framework Award Form does for the Framework Contract.  
Importantly it sets out the order of precedence of the documents incorporated into the Call-Off Contract and is where the Buyer specifies what schedules apply  
It also contains the details of the charges.

It's really important that you read all the documents in full.



# RM6167 Schedules

Core Terms v3.07		
Framework Award Form		
Framework Schedule 6 - Order Form Template and Call-Off Schedules		
<b>Framework Schedules (x12)</b> 1 Specification 2 Framework Tender 3 Framework Prices & Charges 4 Framework Management 5 Management Charges and Information 6 Order Form Template and Call-Off Schedules 7 Call-Off Award Procedure 8 Self Audit Certificate 10 Continuous Improvement 11 Benchmarking 12 Key Framework Staff 13 Staff Transfer	<b>Joint Schedules (x13)</b> 1 Definitions 2 Variation Form 3 Insurance Requirements 4 Commercially Sensitive Information 5 Corporate Social Responsibility 6 Key Subcontractors 7 Financial Difficulties 8 Guarantee 10 Rectification Plan 11 Processing Data 13 Business Continuity & Disaster Recovery 14 Security 15 Service Levels	<b>Call-Off Schedules (x11)</b> 1 Transparency Reports 2 Staff Transfer 5 Pricing Details 6 ICT Services 10 Exit Management 15 Call-Off Contract Management 17 MOD Terms 18 Background Checks 19 Scottish Law 21 Northern Ireland Law 23 Supplier-Furnished Terms

12

## Slide 12 - RM6167 Schedules

In addition to the Core Terms and the Framework Award Form there are:

- 12 x Framework Schedules which cover the agreement between the Supplier and CCS
- 13 x Joint Schedules representing both the Framework and Call-Off Contracts, ie Definitions, Insurance and Key-sub
- and
- 11 x Call-Off Schedules covering the requirements between Buyer and Supplier.

## How to bid

13



### **Slide 13 - How to bid**

In the next few slides we will cover the timelines for this procurement and the bidding process.

## Timelines for the competition

Start date (this is the date we submitted the contract notice to be published)	11/02/2020
Publication date (this is the date the bid pack will be published)	13/02/2020
Bidder webinar	25/02/2020
Clarification questions deadline	17:00 05/03/2020
Deadline for our responses to clarification questions	17:00 12/03/2020
Bid submission deadline	15:00 23/03/2020
Issue of intention to award notices to successful and unsuccessful bidders	03/06/2020
End of mandatory standstill period	midnight at the end of 15/06/2020
Award of Framework Contracts	16/06/2020
Framework Contract start date	29/06/2020

### Slide 14 - Timelines for the competition

These are our intended timelines. We will try to achieve these however, for a range of reasons, dates can change. We will tell you if and when timelines change.

You have until 5pm Thursday 05 March 2020 to provide us with any clarification questions on the bid pack.

We are running this competition using the open procedure. This means that you must submit your responses to all elements of the selection stage, award stage and the price matrix by the bid submission deadline of 3pm Monday 23 March 2020.

## Who can bid

We are running this competition using the open procedure. This means that anyone can submit a bid in response to the published contract notice.

The contract notice can be found on Tenders Electronic Daily (TED) and our website <https://www.crowncommercial.gov.uk/agreements/RM6167>

You can submit a bid as either a single legal entity or as a consortium.

The Core Category of each Lot under this Framework Contract must be delivered directly by you.

Where the tender is submitted by a consortium, we ask that the lead member of the consortium is the participant in the group who will deliver the Core Category of the Lot(s) you are bidding for.

### Slide 15 - Who can bid

We are running this competition using the open procedure. This means that anyone can submit a bid in response to the published contract notice.

The contract notice and corrigendum can be found online Tenders Electronic Daily (TED) and our website <https://www.crowncommercial.gov.uk/agreements/RM6167>, where you can also download the full bid pack.

You can submit a bid as a single legal entity. Alternatively, you can work with other legal entities to form a consortium.

If you do, we ask that the lead member of the consortium is the participant in the group who will deliver the Core Category of the Lot(s) you are bidding for and who will submit the bid on behalf of the consortium.

The Core Category elements of the Deliverables, applicable to each Lot under Framework Schedule 1 Part 1 (PSN DNS Services) and Part 2 (PSN Email Relay Services), are defined in Joint Schedule 1 (Definitions) and must be delivered directly by you.

## How to bid

Please ensure you **read all** of the documents provided in the bid pack.

Your bid must be entered into the eSourcing tool. We can only accept bids that we receive through the eSourcing tool.

You can place a bid for one or both Lots.

Answer every question in the response box provided and **ONLY** upload attachments we have asked for.

**Please leave sufficient time for tender submission.**

**If anything is unclear - ASK**

### Slide 16 - How to bid

Thoroughly read through all of the documents provided in the bid pack.

Your bid must be entered into the eSourcing tool. We can only accept bids that we receive through the eSourcing tool.

You can place a bid for one or both Lots. We advise only bidding for Lots that your organisation can deliver against.

Make sure you answer every question. Upload **ONLY** those attachments we have asked for. Do not upload any attachments we haven't asked for.

Please leave sufficient time for tender submission. We may not accept bids after the deadline even if the system permits you to submit.

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 tool.

## Evaluation of bids

Evaluation of submitted tenders will be a two-stage process:

Selection Stage - evaluating bidders' technical, professional and financial capabilities.

Award Stage - quality evaluation and price evaluation of the bidders' tender.

### Slide 17 - Evaluation of bids

We will evaluate your responses to the selection questions before we evaluate your responses to the award questions.

Selection Stage - evaluating bidders' technical, professional and financial capabilities.

Award Stage - quality evaluation and price evaluation of the bidders' tender.

Should we need to, we reserve the right to carry out the evaluation stages (selection and award stages) of this procurement concurrently.

## Standstill period

All suppliers will receive documentation from CCS on Wednesday 03 June 2020 confirming the results of the evaluation.

If you are unsuccessful we will tell you and explain why.

We will be conducting a 10 day standstill period and at its conclusion we will send confirmation that the standstill period has concluded and that the award will take place.

### Slide 18 - Standstill period

These dates are also listed within the previous Timelines slide but to highlight again you will receive notification through the eSourcing tool of the results of the award stage on the 3rd June.

If you are unsuccessful we tell you and explain why.

This notification will be followed by followed by a 10 day standstill period before award of the Framework Contracts.

## Framework live

We expect the Framework to go live shortly after award and no later than 30 June 2020.

If you are successful please be prepared and ready to submit:

ALL required evidence and certification (e.g. insurance certificates)

and

Your SIGNED Framework Award Form

### Slide 19 - Framework live

We will go live as soon as possible after the award date but will be no later the end of June 2020.

We advise you to return all the required documentation, including the insurance certificates promptly.



## Selection Stage

20



### Slide 20 - Selection Stage

We will now talk through some elements of the selection questionnaire which is attachment 2a of the bid pack.

We will not be presenting on every question within this section, we will focus on certain elements that we feel are important for you to be aware of.

If you need any further clarification on these points, or, you have questions on the other sections that we haven't covered, please ask your questions via the eSourcing tool.

## Selection stage

In this stage we are evaluating your technical, professional and financial capabilities.

The range of questions asked are appropriate to the procurement and it is important that you answer these questions accurately.

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 our competition rules, or not followed our instructions.

### Slide 21 - Selection Stage

The range of questions asked at selection stage are appropriate to the procurement and it is important that you fully understand and answer these questions accurately.

We may exclude you from the competition at this stage if

- you receive a 'fail' for any of the evaluated selection questions, in some cases this may be relevant to one of the Lots only;
- any of the information you have provided proves to be false or misleading; or
- you have broken any of our competition rules, and not followed our instructions.

## Selection stage

Please take time to read all the requirements of each question.

Each part has a number of individual questions and covers a lot of material.

If a part or question states that this is a mandatory requirement then you risk being excluded from the competition if you do not complete this element.

Some questions give a pass/fail mark. Should your mark for any of these sections be fail, then you risk being excluded from the competition.

### Slide 22 - Selection Stage

Each part of the Selection Questionnaire contains multiple individual questions, please ensure that you read each question carefully and answer every question.

If a part or question states that this is a mandatory requirement then you risk being excluded from the competition if you do not complete this element.

Some questions in selection questionnaire are allocated a pass/fail mark. Should you fail any of these questions you risk being excluded from the competition.

## Selection Stage (1.1, 1.2)

### 1.1 Part 1 Starter Questions

1.1.2 You are required to accept the competition rules.

1.1.3 You are required to accept the Contract terms.

### 1.2 ESPD & 1.3 ESPD Attachment

You have the option of responding to Part 2 and Part 3 by attaching Parts II and III of your European Single Procurement Document (ESPD).

If you are submitting an EU ESPD you must still complete Parts 2A, 2B, 4, 5, 6, 7,8, 9, 10, 11 and the declaration.

### Slide 23 - Selection Stage (1.1. 1.2)

In the first part of the selection questionnaire one of the first questions you will be asked is to accept the competition rules and also that you accept the contract terms for this Framework Contract and associated Call-Off Contracts.

#### Q1.2

Provides you with an option to submit an European Single Procurement Document. Please be aware that you still need to complete all the numbered parts quoted on this slide even if you are submitting an ESPD.

## Selection Stage (1.13)

### 1.13 Part 2b What Lots are you Bidding on?

You are required to confirm which of the 2 Lots you are bidding for.

This will set the Lots you will be evaluated against for the remainder of the competition.

You can bid for one or more Lots.

You will not be able to include any other Lots at a later stage nor increase your amount of Lots post award.

### Slide 24 - What Lots (1.13)

You must at this stage confirm the Lots you are bidding for.

This is important as it controls what award questions you see in the esourcing tool and the Lots that we will evaluate.

You can bid for more than one Lot, but this cannot be increased or changed once you have submitted your bid or post award of the framework contract.

## Selection Stage (1.20)

### 1.20 Part 5 Financial Risk

We will use a credit reference agency (Dun & Bradstreet) to obtain a financial risk score (D&B Failure Score) for you and any members of your consortium or any nominated Guarantor(s).

The financial risk score associated with the framework is 70 or more.

If the score is less than required or no financial risk score is available then we will ask for copies of your financial statements, audited if applicable, for the two most recent years.

If there are no financial statements available, we will ask for other information. If the information we ask for is not provided you will FAIL this question and your bid may be rejected.

25



### Slide 25 - Financial Risk (1.20)

We will be using Dunn & Bradstreet to obtain a financial score for yourselves and any consortium and/or guarantor that you inform us of in your tender.

If you score lower than 70 we will ask for further financial statements or other information as detailed in the evaluation guidance provided for this question in attachment 2a - Selection Questionnaire).

You will fail this question if these documents are not provided to us.

## Selection Stage (1.26)

### 1.26 Part 7 Insurance requirements

You will be required to provide evidence of the required levels of insurance cover prior to the Framework Commencement Date.

- Employer's (Compulsory) Liability Insurance\* = £5,000,000
- Public Liability Insurance = £5,000,000
- Professional Indemnity Insurance = £10,000,000
- Product Liability Insurance = £10,000,000

### Slide 26 - Insurance requirements

It is a requirement of this procurement that you are able to provide evidence of the required levels of insurance cover prior to the Framework Commencement Date.

## Selection Stage (1.27)

### 1.27 Part 8 ISO 27001 certification

1.27.2 You are required to tell us if you have ISO27001 Certification

1.27.3 You are required to provide evidence of the required ISO27001 certification by attaching it to question 1.27.3.

### Slide 27 - ISO27001 Certificate

It is a requirement of this procurement that you have ISO27001 certification

Failure to upload your certification may mean that your bid is considered non compliant and your bid would Fail.

Please refer to Joint Schedule 14 - Security.



## Selection Stage (1.28)

### 1.28 Part 9 Foreign ownership, control or influence

You are required to complete and upload the Attachment 2c- Industrial Security – Departmental responsibilities document.

Responses to all parts of attachment 2c are mandatory.

We will carry out checks on the information you provide to us in attachment 2c.

As a result of these checks, Bidders who fail to meet any of the criteria will be excluded from any further participation in the procurement.

### Slide 28 - Foreign ownership, control or influence

It is a requirement of this procurement that you complete and upload Appendix 1 of the Attachment 2c- Industrial Security – Departmental responsibilities document.

Failure to upload your certification may mean that your bid is considered non compliant and your bid would Fail.

All parts of Attachment 2c will be mandatory and will be checked against the records of:

- UK Government departments,
- the police, and
- security authorities of foreign countries concerned.

For the following criteria:

- no evidence of economic or government espionage against the UK,
- no records of enforcement and/or engagement in unauthorised technology transfer,
- the company is registered at companies house, and
- the majority of directors must be British nationals.

As a result of these checks, Bidders who fail to meet any of the criteria will be excluded from any further participation in the procurement.

## **Selection Stage (1.30, 1.31, 1.32)**

### **Technical and Professional Ability - Contract Examples**

1.30 Part 11 Implementation - **ALL BIDDERS**

1.31 Part 12 PSN DNS Security and Availability Lot 1 - **LOT 1 BIDDERS ONLY**

1.32 Part 13 PSN Email Relay Security and Performance Lot 2 - **LOT 2 BIDDERS ONLY**

#### **Your answers provided MUST:**

- 1. Meet the Contract example requirements; AND**
- 2. Detail your technical capability as required in the Selection questionnaire**

**Please read the question requirements carefully. If anything is unclear - ASK**

29

### **Slide 29 - Technical & Professional Ability (1.30, 1.31, 1.32)**

In these questions you are required to submit details of contracts where you are able to evidence your technical & professional capability in the required areas.

All bidders are required to provide one contract example in response to question 1.30

All Lot 1 bidders are required to provide two contract examples in response to question 1.31 - one example for the DNS Security requirement and one example for the DNS Availability requirement.

All Lot 2 bidders are required to provide two contract example in response to question 1.32- one example for the Email Relay Security requirement and one example for the Email Relay Performance requirement.

The selection questionnaire details what is required and what types of contract examples you can provide.

You may use the same contract example in response to these questions BUT you must ensure that you complete and submit an attachment in response to each of the questions and that your response provided to each question meets the contract example requirements of each question as detailed in the question.

This is IMPORTANT, please read the question requirements carefully and ensure you ask where anything is unclear.

## Contract Examples

### Non-Disclosure Agreements (NDAs)

- We understand that some bidders may have signed NDAs for their contract examples.
- We advise you to speak to the customer to seek approval to use the contract example. If this is not possible, a different contract example will need to be provided.
- CCS can assure bidders that contract examples will not be used for anything outside of the procurement; if necessary customers can contact CCS directly to seek confirmation of this.

### Slide 30 - Contract examples

#### Non-Disclosure Agreements (NDAs)

We understand that some bidders may have signed NDAs for their contract examples.

We advise you to speak to the customer to seek approval to use the contract example. If this is not possible, a different contract example will need to be provided.

CCS can assure bidders that contract examples will not be used for anything outside of the procurement; if necessary customers can contact CCS directly to seek confirmation of this.

## Selection to award stage

If you have successfully passed the selection stage, we will proceed to evaluate the award stage of your tender.

If you have failed at any stage during the selection stage, we may exclude you from the competition. If this happens we will tell you and explain why.

### Slide 31 - Selection to Award

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

If you failed at any stage and therefore are unsuccessful with proceeding in the competition we will inform you of the decision and why.



**Award stage**

32



Crown  
Commercial  
Service

### **Slide 32 - Award Questionnaire Introduction**

We will now talk through the structure of the Award questionnaire.

## Award stage

The Award Stage consists of a quality evaluation and a price evaluation.

The award of this Framework Contract will be on the basis of the 'Most Economically Advantageous Tender' (MEAT).

The weighting for the quality evaluation is 60 %; and, the price evaluation is worth 40%.

Please ensure you fully read the question AND response guidance AND marking scheme before forming your response.

Failure to provide a response to any applicable question of the award questionnaire may result in your Tender being deemed non-compliant.

**If you are unsure, ask questions before the clarification questions deadline.**

33

### Slide 33 - Award Stage

We will be evaluating your quality capabilities against those Lots that you have chosen to bid for.

The award stage consists of both quality and pricing, with the weighting worth 60% against quality and 40% against the price.

Ensure you read and understand the response and scoring guidance for each question.

Each question will have a different scoring mechanism based and will be a pass/fail and/or scored answers.

## Award stage questions

**Section A** - Mandatory generic questions for **both Lots**

**Section B** - Mandatory questions for **Lot 1 PSN DNS**

**Section C** - Mandatory questions for **Lot 2 PSN Email Relay Service**

**Section D** – Mandatory Framework price questions **Lot 1 PSN DNS Service**

**Section E** – Mandatory Framework price questions **Lot 2 Email Relay Service**

### Slide 34 - Award stage questions

There are five sections and each section contains a number of mandatory individual questions.

Section A must be answered by ALL bidders

Sections B and D for Lot 1 bidders

Sections C and E for Lot 2 bidders

The marking scheme and the available weighted score for each question is clearly shown in the attachment 2d (Award Questionnaire) for the quality questions.

The calculations we will use to evaluate your prices, for each Lot you are bidding for are clearly shown in attachment 2 (How to bid)

## Quality questions and guidance

Question reference and title
Question
Response Guidance
Marking Scheme
Evaluation Guidance

### Slide 35 - Quality questions and guidance

The Award Questionnaire (attachment 2d of the bid pack) includes all quality questions AND response guidance AND marking scheme.

Please ensure you read this carefully and that your submitted responses both answer the question **AND** fulfill the response guidance.

The Grey and White boxes contain the question reference and title and the question.

The Green boxes include the response guidance - **this is IMPORTANT as it is where we tell you what we want you to describe in your response to the question.**

We also tell you here how to submit your response - this might be as text in a response box in the esourcing tool or as an attachment uploaded to the esourcing tool.

In the Yellow boxes we tell you what the marking scheme is and how evaluators will score your responses.



## Price Matrix

For each Lot you are bidding for you are required to complete and upload the relevant Price Matrix:

**Attachment 3a Lot 1 Price Matrix**

and/or

**Attachment 3b Lot 2 Price Matrix**

Please ensure you read and understand the instructions in the pricing matrix before submitting your prices.

**If anything is unclear - ASK before the clarification questions deadline**

36

| Service

### Slide 36 - Price Matrix

For each Lot you are bidding for you are required to complete and upload the relevant Price Matrix:

Attachment 3a Lot 1 Price Matrix and/or Attachment 3b Lot 2 Price Matrix

Please ensure you read and understand the instructions in the pricing matrix before submitting your prices and that you ask if anything is unclear.

## Before completing the Price Matrix

Before completing the Price Matrix you **MUST**:

Read Attachment 2 - How to bid, which contains important information on how the prices you provide will be evaluated.

Read Attachment 2d - Award questionnaire, which contains important information on how the prices you provide will be evaluated.

Read Framework Schedule 3 - Framework Prices & Charges, which contains important information on prices and charges.

Read the instructions contained within each of the tabs of the Price Matrix.

### **Slide 37 - Before completing the Price Matrix**

Before completing the Price Matrix you **MUST**:

Read the relevant attachments available in the bid pack

Attachment 2 - How to bid

Attachment 2d - Award questionnaire

Framework Schedule 3 - Framework Prices & Charges

Read the general instructions in the Price Matrix and the instructions contained within each of the tabs of the Price Matrix.

Note if your bid is deemed to be non-compliant, you may be rejected from this competition.

## Price evaluation process

The price evaluation process is detailed in attachment 2 (How to bid)

We will check you have completed ALL the YELLOW cells in the Price Matrix for each Lot you are bidding for.

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

Remember zero or negative prices will not be accepted. Negative percentages will not be allowed.

The calculations we will use to evaluate your prices, for each Lot you are bidding for are provided in attachment 2 (How to bid)

### Slide 38 - Price evaluation process

The price evaluation process is detailed in attachment 2 (How to bid)

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

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

Remember zero or negative prices will not be accepted. Negative percentages will not be allowed.

The calculations we will use to evaluate your prices, for each Lot you are bidding for are provided in attachment 2 (How to bid)

## When and how to ask questions

39



Crown  
Commercial  
Service

### **Slide 39 - When and how to ask questions**

Attachment 1 of the bid pack “About the Framework” explains how you can ask questions

## When and how to ask questions

If you have any questions you will need to send them to us through the eSourcing tool. This will be the **ONLY** way we can communicate with bidders.

You have until 5pm Thursday 05 March 2020 to provide us with any clarification questions on the bid pack.

We will provide a response to all questions received by Thursday 12 March 2020.

**If anything is unclear - ASK before the clarification questions deadline**

### Slide 40 - When and how to ask questions

If you have any questions you will need to send them to us through the eSourcing tool. This will be the **ONLY** way we can communicate with bidders.

Please submit questions as early as possible, do not wait until the last minute. This will be problematic as it may not leave us with enough time to respond.

Ensure you read all of the responses to bidders' questions as your question may have already been answered.

Responses to questions will be sent to all bidders with no reference to the organisation that submitted the question. This is to ensure we are being fair, open and transparent in line with the Public Contracts Regulations 2015.

Please ensure you have registered on the eSourcing tool - this is the only way you will receive broadcast messages in relation to this procurement.

## Webinar Close

This concludes today's event

A copy of the slides will be posted as an attachment in the eSourcing tool.

Please submit any questions you may have via the eSourcing tool.

Thank you for attending

41



### Slide 41 - Webinar close

Thank you for attending today, we hope this session was useful.