



Welcome to CCS

Power to your **procurement**

RM6194 Back Office Software

Bidder Conference

Power to your procurement



Crown
Commercial
Service

Housekeeping

- This is an information sharing session covering key points about the tender and providing tips. It is not an interactive session. The session will not be recorded.
- Please stay on mute.
- The chat function can be used to ask questions. These will be seen by everyone on the webinar.
- We recommend that you ask your questions in the RM6194 Clarifications log within the eSourcing Suite following this webinar. All questions and answers will be anonymised and published.
- Slides from this event will be made available on the e-Sourcing suite and published on the CCS website: [BOS](#)

Today we will cover:

- What this agreement is about (The Opportunity)
- Social Value
- Bidding Process
- Key dates



The Opportunity

Our objectives:

- CCS creates agreements for the public sector to buy common goods and services.
- This agreement will provide a compliant route to market for customers to buy software subscriptions and licence support for back office solutions
- We support our Customers to achieve value for money aggregating demand and gaining leverage on prices.



RM6194 Scope

Enterprise Resource Planning software plus other types of systems for supporting business activities:

- Human Capital Management
- Financial Accounting
- Procurement
- Reporting
- Customer Relationship Management
- Workflow Technologies
- Content Services
- Integration Software
- Support and Maintenance for the above.

**TIP: Read the Specification for more information.
Attachment 8, Framework Schedule 1.**

Key Points (1)

Suppliers must be capable of providing the following:

- Pre-sales support for specification clarification
- Installation and configuration of software
- Provide or make arrangements for the Software Support and Maintenance services for software products purchased via this agreement.
- Provide Application Support and data management.

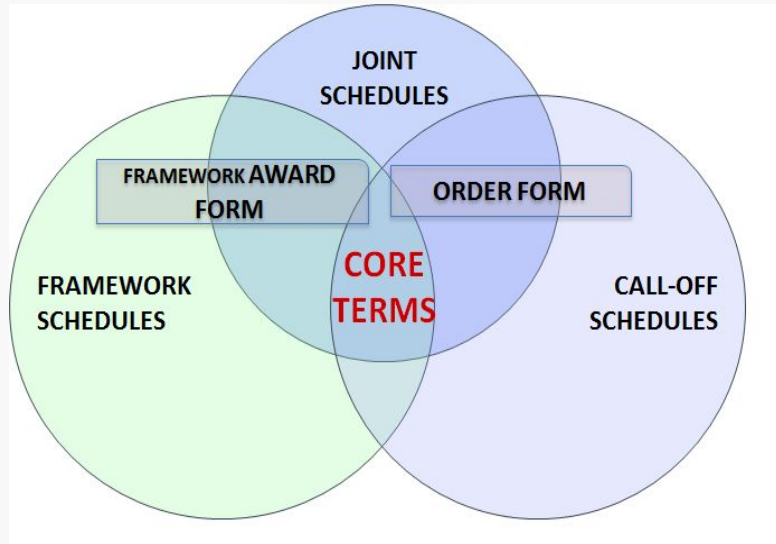
Software design and implementation services are covered in the new, associated agreement: **RM6193**.

Key Points (2)

- Framework Agreement is not divided into lots
- No cap on number of suppliers, but minimum quality threshold of 63.42
- Agreement Length: 30 month initial term with an optional 18 month extension
- Call Off Length: up to 5 years + 1 + 1 optional years
- Buyers will be able to award Call-Off Contracts through two order procedures including further competition and direct award with option to use CCS's catalogue.

Contract terms

- The agreement uses the Public Sector Contract (version 3.0.10). **See Attachment 8.**
- Core terms cannot be altered, but schedules give flexibility to customers.



Social Value

- New Procurement Policy Note - **PPN 06/20**. Builds on the Government's current work and sets out new model to deliver social value through commercial activities.
- Suppliers should expect to see more social value requirements in government contracts from January 2021, including call-off from this framework agreement.
- Social value priorities and requirements are set out in the Specification. **(Framework Schedule 1.)**
- Bidders will be evaluated for specific social value requirement at Award stage of the tender, which has 10% weighting.

Key Dates

Event	Date
OJEU Published	11/11/2020
Clarification Period	Closes 26/11/2020 - 17:00hrs
Bid Submission Deadline	10/12/2020 - 15:00hrs
Intention to Award	24/03/2021
End of mandatory standstill period	06/04/2021 - Midnight

Note: Dates may change. You will be advised of changes via the eSourcing suite.

Bidding Process

- Open Procedure with Selection and Award stages. Bidders must pass both stages to be awarded a place on the Framework.
- Our processes are fair, transparent and equitable for all bidders, in line with Public Contracts Regulations 2015 .
- Any interested supplier may submit a tender in response to the opportunity notice: single supplier, consortium, with a key supplier.
- Bids **must** be submitted through the eSourcing suite.

TIP: Read Attachment 2. “How to Bid”

eSourcing Suite

- Request access to the eSourcing suite via <https://crowncommercialservice.bravosolution.co.uk/web/login.html>
- Guidance and training is available from the same site.
- Responses **must** be answered in the eSourcing suite.
- All attachments required **must** be uploaded to the suite. For example, the Price Matrix.
- All questions **must** be raised through the suite. We will use this route to communicate information.

TIP: Don't leave it to the last minute. Double-check that you have completed all mandatory parts and uploaded your attachments.

Selection Stage

- All selection questions can be found in **Attachment 2a**.
- We evaluate bidders' technical, professional and financial capabilities.
- It is important that you answer these questions accurately.
- Most of the questions will be evaluated as PASS/FAIL.
- You will be required to accept the contract terms in order to proceed further.
- **Part 11: Technical and Professional Ability:** You will be asked to provide two contract examples for services falling within the scope of this agreement.

Selection Criteria

You may be excluded from the competition at the Selection Stage if:

- You receive a 'fail' for any of the evaluated selection questions.
- You receive a 'fail' for any of the selection questions contained in part 11 technical and professional ability. This includes where the customer does not certify the reference, or fails to respond to a verification request from CCS.
- 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.

Award Stage (Quality and Price)

- You must **pass** Selection stage to proceed to Award stage.
- Your bid responses must show that you will deliver what our customers need from this agreement at the best price.
- Read the questions and response guidance carefully. Ask clarification questions before the deadline.
- Your prices should be in line with the service level you offer, in response to the award (quality) questions.

TIP: Read carefully the full ITT pack and the contract terms, including the specification (Attachment 8, Framework).

Award Criteria

- This agreement will be awarded on the basis of the 'Most Economically Advantageous Tender' (MEAT).
- Quality evaluation is 90% of the total score and the price evaluation is worth 10%.
- **Attachment 2e** provides the Award Questions.
- Question AQA1 is a mandatory question and will be evaluated PASS / FAIL.
- Each of the questions in section B of the Quality Questionnaire will be independently assessed by our evaluation panel.

Quality Evaluation

- Section B questions are weighted with maximum of 100 marks available for each.
- Weightings are given for each question and applied to the evaluated mark. These marks are then totalled to obtain the Quality score.
- Evaluation criteria are stated for each question.
- A consensus meeting will be held to agree final evaluated marks.

Prices

- We require your minimum percentage discounts, which must be at least 0.5% for each contract value band.
- Complete and upload your prices on the Price Matrix (Attachment 3) to the eSourcing suite. Section 11 of Attachment 2. “How to Bid” explains how to do this and how your prices will be evaluated.
- Follow the instructions on the Price Matrix and complete all the cells as requested. Failure to insert an applicable discount may result in your bid being deemed non-compliant and rejected.
- Your prices must be sustainable and include your operating overhead costs, profit and our 1% management charge. We can challenge abnormally low prices.

TIP: Negative and zero values will not be accepted.

Award

- If you are successful, you must agree to the published contract terms and conditions. Otherwise our offer will be retracted.
- Sign your framework agreement promptly and return by the deadline set.
- If you are successful you will be required to provide copies of certification e.g. insurance as detailed in the Bid Pack.



Clarification Questions

REMINDER: Record your questions on the Clarification Question Log via the sourcing portal.

KEEP checking for our answers.

REMEMBER: Ask your clarification questions before **25/11/2020**.



Top Tips: DO

Read all of the guidance and tender documentation thoroughly, plus any published clarification questions

Ask questions to clarify your understanding of the response required, early.

Send all tender related contacts via the messaging function on the eSourcing suite, so your messages aren't missed

Keep up to date with any of our published clarification question responses

Top Tips: ANSWER

All questions relevant to your bid

All mandatory fields within in tables

The question within the character limit and pay attention to the response guidance for each question

The question being asked and steer clear of using marketing jargon or text copied from your marketing material

Top Tips: CHECK

Your organisation details are accurate and match e.g. your registered organisation, company number

Where we have said you can and cannot include attachments as part of your answer

Any T&C's that you are uncertain about with your own legal teams as early as possible

The word count limit. Be aware of command phrases: describe how, please detail etc

Top Tips: DON'T

Do things at the last minute, allow plenty of time to complete your tender response

Include attachments where they have not been specifically requested

Cross reference to other responses within your tender

State that named customer reference details are “confidential”

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Thank you



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