



Crown
Commercial
Service

**AWARD QUESTIONNAIRE RESPONSE GUIDANCE, EVALUATION AND MARKING
SCHEME**

REFERENCE NUMBER

RM3733 TECHNOLOGY PRODUCTS 2

ATTACHMENT 3

INTRODUCTION

1. This document provides an overview of the methodology which will be adopted by the Authority to evaluate your response to each question set out within the Award Questionnaire. It also sets out the Marking Scheme which will apply. For the avoidance of doubt, references to “you” in this document shall be references to the Potential Provider.

- 1.1. The defined terms used in the ITT document (Attachment 1) shall apply to this document.

2. OVERVIEW

- 2.1. The Award Questionnaire is broken down into the following sections:

SECTION A – FRAMEWORK AGREEMENT POPULATION

SECTION B – GENERIC QUESTIONS

SECTION C - LOT 1 HARDWARE

SECTION D - LOT 2 SOFTWARE

SECTION E - LOT 4 INFORMATION ASSURED PRODUCTS

SECTION F - LOT 5 VOLUME HARDWARE REQUIREMENTS (DIRECT FROM
OEM)

SECTION G - LOT 6 CATALOGUE

SECTION H - PRICING

- 2.2. If you fail to provide a response to any applicable question of the Award Questionnaire, your Tender may be deemed to be non-compliant. If a Tender is deemed to be non-compliant, the Tender will be rejected and excluded from further participation in this Procurement.
 - 2.3. Please ensure you fully read the question AND response guidance AND marking scheme before forming your response.
 - 2.4. A summary of all the questions contained within the Award Questionnaire, along with the Marking Scheme and Maximum Score Available for each question is set out below:

Section	Evaluated	Section Weighting	Maximum Available Scores
SECTION A – FRAMEWORK AGREEMENT POPULATION			

AQA1	Framework Population - Recitals	Not Evaluated	N/A	N/A
AQA2	Framework Population – Clause 43 (Notices)	Not Evaluated	N/A	N/A
AQA3	Framework Population – Schedule 7 (Key Sub-Contractor)	Not Evaluated	N/A	N/A
AQA4	Framework Population – Schedule 11 (Marketing)	Not Evaluated	N/A	N/A
AQA5	Framework Population – Schedule 17 (Commercially Sensitive Information)	Not Evaluated	N/A	N/A
SECTION A Total Score And Total Weighting Applicable			N/A	N/A

SECTION B – GENERIC QUESTIONS				
AQB1	Energy Usage	100/60/30/0	2	200
AQB2	Security	100/60/30/0	4	400
AQB3	Account Management	100/50/0	6	600
AQB4a	Dealing with Complaints	100/75/50/25/0	4	400
AQB4b	Dealing with Issues and Support Requirements	100/60/30/0	4	400
AQB5	Selection and Appointment of Sub-Contractors	100/50/0	4	400
AQB6	Management of Sub-Contractors (Delivery Partners)	100/60/30/0	6	600
SECTION B Generic Questions Total Weighting And Total Score Applicable			30	3000

SECTION C – LOT 1 HARDWARE				
AQC1a	Hardware Value Added Pre-Sales Services (Part 1)	100/80/60/40/20/0	6	600
AQC1b	Hardware Value Added Pre-Sales Services (Part 2)	100/80/60/45/30/15/0	6	600
AQC2	Post Sales Value-Add	100/60/30/0	6	600
AQC3	Hardware Installation Capability	100/60/40/20/0	6	600
AQC4	Dead on Arrival (DOA)	100/75/50/25/0	6	600
AQC5	Vendor Partnerships	100 – 0 (a range including and between these numbers)	35	3500
SECTION C LOT 1 HARDWARE Total Weighting And Total Score Applicable			65	6500

SECTION D – LOT 2 SOFTWARE				
AQD1	Software Products Pre-Sales Value-Add	100/75/50/25/0	7.5	750
AQD2	Software Installation	100/80/60/40/20/0	7.5	750
AQD3a	Providing Best Commercial Value (Part 1)	100/75/50/25/0	3.75	375
AQD3b	Providing Best Commercial Value (Part 2)	100/75/50/25/0	3.75	375
AQD4	Post Sales - Value Added	100/80/60/40/20/0	7.5	750
AQD5	Vendor Partnerships	100 – 0 (a range including and between these numbers)	35	3500
SECTION D LOT 1 SOFTWARE Total Weighting And Total Score Applicable			65	6500

SECTION E – LOT 4 INFORMATION ASSURED PRODUCTS

AQE1	Selection of Technology Hardware and Infrastructure Products	100/75/50/25/0	12	1200
AQE2	Selection of Audiovisual and Infrastructure Solutions	100/60/30/0	7	700
AQE3	Hardware Installation	100/80/60/40/20/0	6	600
AQE4	Selection of Software Products	100/75/50/25/0	12	1200
AQE5a	Software Installation – (Part 1)	100/60/30/0	3	300
AQE5b	Software Installation – (Part 2)	100/60/30/0	3	300
AQE6	Secure Data Storage Media	100/60/30/0	6	600
AQE7	Vendor Partnerships - Hardware (if you have already provided a response to question AQC5 you do not have to respond again).	100 – 0 (a range including and between these numbers)	8	800
AQE8	Vendor Partnerships – Software (if you have already provided a response to question AQD5 you do not have to respond again).	100 – 0 (a range including and between these numbers)	8	800
SECTION E Lot 4 Information Assured Products Total Score And Total Weighting Applicable			65	6500

SECTION F - LOT 5 - VOLUME HARDWARE REQUIREMENTS (DIRECT FROM OEM)				
AQF1	Custom Product – Imaging	100/60/30/0	12	1200
AQF2	Product Roadmaps	100/60/30/0	14	1400
AQF3	Conflict Minerals	100/80/60/40/20/0	12	1200
AQF4	Custom Product – End of Life	100/75/50/25/0	9	900
AQF5	Built to Order Products	100/75/50/25/0	9	900
AQF6	Delivery Arrangements	100/75/50/25/0	9	900
SECTION F Lot 5 Volume Hardware Requirements (Direct from OEM) Total Score And Total Weighting Applicable			65	6500

SECTION G – LOT 6 CATALOGUE				
AQG1	Providing Content for the Catalogue	PASS / FAIL	PASS / FAIL	PASS / FAIL
AQG2	Warranty	PASS / FAIL	PASS / FAIL	PASS / FAIL
AQG3	Payment terms	PASS / FAIL	PASS / FAIL	PASS / FAIL
AQG4	Delivery	PASS / FAIL	PASS / FAIL	PASS / FAIL
AQG5	Returns	PASS / FAIL	PASS / FAIL	PASS / FAIL
AQG6	Performance Reporting	PASS / FAIL	PASS / FAIL	PASS / FAIL
AQG7	Customer Support	PASS / FAIL	PASS / FAIL	PASS / FAIL
SECTION G Lot 6 Catalogue Total Score And Total Weighting Applicable			PASS / FAIL	PASS / FAIL

SECTION H – PRICING				
AQH1	Price Pledge	PASS / FAIL	PASS / FAIL	PASS / FAIL
AQH2	Acceptance of contractual Margins (not applicable to Lot 6).	PASS / FAIL	PASS / FAIL	PASS / FAIL
AQH3	Delivery Charges (LOT 6 ONLY)	PASS / FAIL	PASS / FAIL	PASS / FAIL
AQH4	Price Breaks (volume discounts)(LOT 6 ONLY)	PASS / FAIL	PASS / FAIL	PASS / FAIL
SECTION H PRICING – AQH1, AQH2, AQH3 and AQH4 Total Score And Total Weighting Applicable			PASS / FAIL	PASS / FAIL
AQH5	Day Rates for the Pricing Matrix. (Note: not applicable to Lots 3 & 6).	PASS / FAIL 100 - 0	5	500
SECTION H PRICING - Pricing Total Score And Total Weighting Applicable			5	500

SECTION A – FRAMEWORK AGREEMENT POPULATION

AQA1 FRAMEWORK POPULATION – RECITALS

Please provide the following information which will be required to populate your Framework Agreement should you be successful in this Procurement.

- Name
- Place of company registration
- Company number
- Registered company office address

Response Guidance

This question will not be evaluated or scored but the information is required should you be successful in this Procurement process to populate the recital clauses in the Framework Agreement.

AQA2 FRAMEWORK POPULATION – CLAUSE 43 (NOTICES)

Please provide the following information which will be required to populate your Framework Agreement should you be successful in this Procurement.

- Name
- Address
- Contact name
- Telephone number
- Email address

Response Guidance

This question will not be evaluated or scored but the information is required should you be successful in this Procurement process to populate Clause 43 in the Framework Agreement.

The contact name provided should be the name of the intended Senior Account Manager for the Framework Agreement, should you be successful.

AQA3 FRAMEWORK POPULATION – SCHEDULE 7 (KEY SUB-CONTRACTORS)

Please populate the table with the names and roles of your proposed Key Sub-Contractors. The table provides for up to twenty Key Sub-Contractors, if you wish to provide more than twenty, please attach these as an attachment to this question.

- Name of Key Sub-Contractor
- Role of Key Sub-Contractor

Response Guidance

This question will not be evaluated or scored but the information is required should you be successful in this Procurement process to populate Schedule 7 in the Framework Agreement.

AQA4 FRAMEWORK POPULATION – SCHEDULE 11 (MARKETING)

Please provide the following information which will be required to populate your Framework Agreement should you be successful in this Procurement.

- Name of marketing contact
- Address of marketing contact
- Telephone number of marketing contact
- Email address of the marketing contact

Response Guidance

This question will not be evaluated or scored but the information is required should you be successful in this Procurement process to populate Schedule 11 in the Framework Agreement.

AQA5 FRAMEWORK POPULATION – SCHEDULE 17 (COMMERCIALLY SENSITIVE INFORMATION)

Please provide the following information which will be required to populate your Framework Agreement should you be successful in this Procurement.

- Details of the commercially sensitive information
- Duration of confidentiality

Response Guidance

This question will not be evaluated or scored but the information is required should you be successful in this Procurement process to populate Schedule 17 in the Framework Agreement.

SECTION B – GENERIC QUESTIONS

Potential Providers bidding for Lot 6 ONLY are not required to complete Section B. Potential Providers wishing to bid for Lot 1, Lot, 2, Lot 4, Lot 5 or a combination of those Lots with (or without) the addition of Lot 6 must complete Section B.

AQB1 Energy Usage

The Authority is exploring the use of eco/Energy Star labels to enable central government and wider public sector Contracting Bodies to purchase only products that meet the requirement to reduce waste, carbon emissions, energy consumption and encourage recycling and reuse in line with targets for the central government estate.

AQB1 Response Guidance

Please describe what processes you have for providing energy efficiency information to Contracting Bodies to enable them to make informed decisions about the energy usage implications on the total cost of ownership of the products sold to them.

Your response must:

- i. Describe what expected energy usage information you hold on technology products available to your customers, including compliance with EU Ecodesign Regulations (https://ec.europa.eu/energy/sites/ener/files/documents/comm_2013-617_imp_2009-125_directive.pdf) for relevant products (or a clear statement if none of your products are relevant for EU Ecodesign Regulations).
- ii. Describe how you will make expected energy usage information available to Contracting Bodies. <https://www.energystar.gov>
- iii. Describe what steps you will take to ensure that a range and choice of energy efficient technology products are available to Contracting Bodies.

Maximum character count – 12,288 characters including spaces and punctuation - that is 4096 characters for each component part. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

A separate, numbered space is provided on the e-Sourcing Suite for response to each component part.

Responses must clearly cover at each component part (i - iii) how the specific Services as described in paragraph 2.1.3 of Schedule 2 (Attachment 4 Framework Agreement) - Goods and/or Related Services and Key Performance Indicators will be delivered by you.

Potential Providers should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.

You may copy sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.

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

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response has fully satisfied the requirement expressed in the question and response guidance. Satisfactorily addressing all guidance. Satisfactorily addressing all three components of the response guidance, demonstrating their ability to meet the requirement. The response in all three component parts (i-iii) describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
60	The Potential Provider's response has only satisfied two of the component parts (i-iii) expressed in the question and response guidance, demonstrating their ability to meet most of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. One of the component parts is not fully satisfied.
30	The Potential Provider's response has only satisfied one of the component parts (i-iii) expressed in the question and response guidance, demonstrating their ability to meet part of the requirement. Where the component part is satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Two of the component parts are not fully satisfied.
0	<p>The Potential Provider's response has not satisfied any of the component parts (i-iii) expressed in the question and response guidance. The response has not described their ability in an unambiguous manner or with sufficient detail to enable objective evaluation of any of the component parts.</p> <p>OR</p> <p>A response has not been provided</p>

AQB2 Security

The public sector predominantly handles data classified at the Official Level as laid down in the Government Security Classifications 2014 document https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/251480/Government-Security-Classifications-April-2014.pdf. This data requires protection during the installation, testing and live running of solutions.

AQB2 Response Guidance

Please describe how you will ensure effective staff and facilities security throughout the lifetime of the Framework Agreement and any Call Off Contracts.

Your response must:

- i. Describe, in detail, the processes you will use for staff clearing/vetting systems when required.

- ii. Describe how you will place confidentiality obligations upon employees, and
- iii. Describe how you will place confidentiality obligations upon Sub-Contractors and third parties.

(this requirement should be answered whether or not use of Sub-Contractors and third parties is anticipated at this stage. If you do not anticipate using Sub-Contractors or third parties and your response does not address this part of the requirement you will not be awarded the marks for this part of the requirement).

Maximum character count – 12,288 characters including spaces and punctuation - that is 4096 characters for each component part. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

A separate, numbered space is provided on the e-Sourcing Suite for response to each component part.

Responses must clearly cover at each component part (i - iii) how the specific Services as described in paragraph 2.1.6 of Schedule 2 (Attachment 4 Framework Agreement) - Goods and/or Related Services and Key Performance Indicators will be delivered by you.

Potential Providers should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.

You may copy sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.

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

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response has fully satisfied the requirement (i-iii) expressed in the question and response guidance. Satisfactorily addressing all guidance. Satisfactorily addressing all three components of the response guidance, demonstrating their ability to meet the requirement. The response in all three component parts (i-iii) describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation
60	The Potential Provider's response has only satisfied two of the component parts (i-iii) expressed in the question and response guidance, demonstrating their ability to meet most of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. One of the component parts is not fully satisfied.
30	The Potential Provider's response has only satisfied one of the component parts (i-iii) expressed in the question and response guidance, demonstrating their ability to meet part of the requirement. Where the component part is satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Two of the component parts are not fully satisfied.

0	<p>The Potential Provider's response has not satisfied any of the component parts (i-iii) expressed in the question and response guidance. The response has not described their ability in an unambiguous manner or with sufficient detail to enable objective evaluation of any of the component parts.</p> <p>OR</p> <p>A response has not been provided</p>
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AQB3 Account Management

The Authority requires appropriate account management resource to be made available for Contracting Bodies.

AQB3 Response Guidance

Please describe how you will provide an account management service in respect of Call Off Contracts under this Framework.

Your response must:

- i. Describe the criteria applied to determine whether the Contracting Bodies account should receive operational or strategic account management and the difference in services provided between the two including how you will communicate with Contracting Bodies to ensure that they are aware of the level of support they will receive.
- ii. Describe in detail the value add support that would be available to strategic Contracting Bodies, including how you will create account plans with Contracting Bodies that address their future technology strategy and needs, as well as optimise the potential for savings that the Contracting Bodies could pursue.

(Options for savings should include price (i.e. paying less for the same) and/or cost avoidance and or value-add (i.e. paying the same but getting more)).

Maximum character count – 8,192 characters including spaces and punctuation - that is 4096 characters for each component part. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

A separate, numbered space is provided on the e-Sourcing Suite for response to each component part.

Responses must clearly cover at each component part (i - ii) how the specific Services as described in paragraph 2.1.1 of Schedule 2 (Attachment 4 Framework Agreement) - Goods and/or Related Services and Key Performance Indicators will be delivered by you.

Potential Providers should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.

You may copy sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.

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

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

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response has fully satisfied the requirement (i-ii) expressed in the question and response guidance. Satisfactorily addressing all guidance. Satisfactorily addressing all components of the response guidance, demonstrating their ability to meet the requirement. The response in all component parts (i-ii) describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	The Potential Provider's response has only satisfied one of the component parts (i-ii) expressed in the question and response guidance, demonstrating their ability to meet part of the requirement. Where the component part is satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. One of the component parts is not fully satisfied.
0	The Potential Provider's response has not satisfied any of the component parts (i-ii) expressed in the question and response guidance. The response has not described their ability in an unambiguous manner or with sufficient detail to enable objective evaluation of any of the component parts. OR A response has not been provided

AQB4a Dealing with Complaints

In addition to the requirement for account management, you should have a clear complaints management process, both at Framework Agreement and Call Off Contract levels.

AQB4a Response Guidance

Please describe the process you will use when recording and handling Contracting Body and Authority complaints to acceptance by Contracting Body/Authority and resolution, including timescales and escalation paths.

Please ensure your responses meet the minimum requirements specified in Framework Agreement at Attachment 4 Clause 42 (Complaints Handling).

Your response must:

- i. Describe the timescales for complaint resolution.
- ii. Describe the escalation paths for Contracting Body and Authority complaints.
- iii. Describe your process for dealing with the Contracting Body and keeping the Authority informed of progress / resolutions of the complaint.
- iv. Describe your process for getting Contracting Body/Authority sign-off and/or acceptance of complaint resolution.

Maximum character count – 16,384 characters including spaces and punctuation - that is 4096 characters for each component part. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

A separate, numbered space is provided on the e-Sourcing Suite for response to each component part.

Responses must clearly cover at each component part (i - iv) how the specific Services as described in paragraph 2.1.1(d) of Schedule 2 (Attachment 4 Framework Agreement) - Goods and/or Related Services and Key Performance Indicators will be delivered by you.

Potential Providers should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.

You may copy sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.

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

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response has fully satisfied the requirement (i-iv) expressed in the question and response guidance. Satisfactorily addressing all guidance. Satisfactorily addressing all the components of the response guidance, demonstrating their ability to meet the requirement. The response in all four component parts (i-iv) describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
75	The Potential Provider's response has only satisfied three of the requirements (i-iv) expressed in the question and response guidance, demonstrating their ability to meet most of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. One of the component parts is not fully satisfied.
50	The Potential Provider's response has only satisfied two of the component parts (i-iv) expressed in the question and response guidance, demonstrating their ability to meet part of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Two of the component parts are not fully satisfied.
25	The Potential Provider's response has only satisfied one of the component parts (i-iv) expressed in the question and response guidance, demonstrating their ability to meet part of the requirement. Where the component part is satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Two of the component parts are not fully satisfied
0	The Potential Provider's response has not satisfied any of the component parts (i-iv) expressed in the question and response guidance. The response has not described their ability in an unambiguous manner or with sufficient detail to enable objective evaluation of any of the component parts. OR

	A response has not been provided
AQB4b DEALING WITH ISSUES AND SUPPORT REQUIREMENTS In addition to the requirement for account management, you should have a clear complaints management process, both at Framework Agreement and Call Off Contract levels.	
AQB4b Response Guidance: Please describe the process you will use when recording and handling Contracting Body and Authority complaints to acceptance of the Contracting Body/Authority and resolution, including timescales and escalation paths. Please ensure your responses meet the minimum requirements specified in Framework Agreement at Attachment 4 Clause 42 (Complaints Handling). Your response must: <ol style="list-style-type: none"> Describe clearly how you will deal with the issue including the speed of response, resolution times logging issues and identifying trends. Describe clearly the process of keeping the Contracting Body informed. Describe clearly the escalation process available to Contracting Bodies. Maximum character count – 12,288 characters including spaces and punctuation - that is 4096 characters for each component part. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. A separate, numbered space is provided on the e-Sourcing Suite for response to each component part. Responses must clearly cover at each component part (i - iii) how the specific Services as described in paragraph 2.1.1(b) of Schedule 2 (Attachment 4 Framework Agreement) - Goods and/or Related Services and Key Performance Indicators will be delivered by you. Potential Providers should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation. You may copy sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation. Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas.	
Marking Scheme	Evaluation Guidance
100	The Potential Provider's response has fully satisfied the requirement (i-iii) expressed in the question and response guidance. Satisfactorily addressing all guidance. Satisfactorily addressing all three components of the response guidance, demonstrating their ability to meet the requirement. The response in all three component parts (i-iii) describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation.

60	The Potential Provider's response has only satisfied two of the component parts (i-iii) expressed in the question and response guidance, demonstrating their ability to meet most of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. One of the component parts is not fully satisfied.
30	The Potential Provider's response has only satisfied one of the component parts (i-iii) expressed in the question and response guidance, demonstrating their ability to meet part of the requirement. Where the component part is satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Two of the component parts are not fully satisfied.
0	The Potential Provider's response has not satisfied any of the component parts (i-iii) expressed in the question and response guidance. The response has not described their ability in an unambiguous manner or with sufficient detail to enable objective evaluation of any of the component parts. OR A response has not been provided

AQB5 Selection and Appointment of Sub-Contractors

Partnering and sub-contracting may be important in the delivery of Goods and Related Services in order to fulfil Contracting Body requirements. You must have robust processes for selection and appointment of Sub-Contractors in place to ensure continuity of supply.

AQB5 Response Guidance

This requirement should be answered whether or not use of Sub-Contractors is anticipated at this stage. If you do not anticipate using Sub-Contractors, and do not provide a response to this question you will score zero.

Describe how you will select and appoint Sub-Contractors (including partners) that may be required to assist in the provision of Goods and/or Related Services, during the lifetime of the Framework Agreement and Call Off Contracts.

Your response must:

- i. Describe your procedure for assessing the market and associated Sub-Contractor capabilities, where a Contracting Body's requirement necessitates the introduction of a Sub-Contractor in order to meet a requirement and how you would ensure the best possible fit with a Contracting Body's requirement.
- ii. Describe your procedure for assessing the financial stability of Sub-Contractors and how you will manage and mitigate Contracting Body's risks based on the results of the financial assessment.

Maximum character count – 8,192 characters including spaces and punctuation - that is 4096 characters for each component part. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

A separate, numbered space is provided on the e-Sourcing Suite for response to each component part.

Potential Providers should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.

You may copy sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.

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

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response has fully satisfied the requirement (i-ii) expressed in the question and response guidance. Satisfactorily addressing all components of the response guidance, demonstrating their ability to meet the requirement. The response in all component parts (i-ii) describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	The Potential Provider's response has only satisfied one of the component parts (i-ii) expressed in the question and response guidance, demonstrating their ability to meet part of the requirement. Where the component part is satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. One of the component parts is not fully satisfied.
0	<p>The Potential Provider's response has not satisfied any of the component parts (i-ii) expressed in the question and response guidance. The response has not described their ability in an unambiguous manner or with sufficient detail to enable objective evaluation of any of the component parts.</p> <p>OR</p> <p>A response has not been provided</p>

AQB6 Management of Sub-Contractors (Delivery Partners)

You must have robust processes for the management of Sub-Contractors in place to ensure continuity of supply.

AQB6 Response Guidance

This requirement should be answered whether or not use of Sub-Contractors is anticipated at this stage. If you do not anticipate using Sub-Contractors, and do not provide a response to this question you will score zero.

Describe how you will manage Sub-Contractors (including delivery partners) that may be required to assist in the provision of Goods and/or Related Services, during the lifetime of the Framework Agreement and Call Off Contracts.

Your response must:

- i. Describe the governance arrangements in place for the management of Sub-Contractors. Include details of any tiering of your Sub-Contractors and/ or partners you will use (if relevant), including details of the tiering criteria that will be applied

and any differences in your management approach that would result from any tiering of Sub-Contractors.

- ii. Describe the process for monitoring service delivery by a Sub-Contractor, including the process for dealing with under or non-performance as well as recording performance data and reporting on Sub-Contractor performance and value for money to Contracting Bodies.
- iii. Describe the process and frequency for ongoing monitoring of Sub-Contractors' and partners' financial standing and stability.

Maximum character count – 12,288 characters including spaces and punctuation - that is 4096 characters for each component part. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

A separate, numbered space is provided on the e-Sourcing Suite for response to each component part.

Potential Providers should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.

You may copy sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.

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

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response has fully satisfied the requirement (i-iii) expressed in the question and response guidance. Satisfactorily addressing all three components of the response guidance, demonstrating their ability to meet the requirement. The response in all three component parts (i-iii) describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
60	The Potential Provider's response has only satisfied two of the component parts (i-iii) expressed in the question and response guidance, demonstrating their ability to meet most of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. One of the component parts is not fully satisfied.
30	The Potential Provider's response has only satisfied one of the component parts (i-iii) expressed in the question and response guidance, demonstrating their ability to meet part of the requirement. Where the component part is satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Two of the component parts are not fully satisfied.
0	The Potential Provider's response has not satisfied any of the component parts (i-iii) expressed in the question and response guidance. The response has not described their ability in an unambiguous manner or with sufficient detail to enable objective evaluation of any of the component parts. OR

	A response has not been provided
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SECTION C – LOT 1 HARDWARE

AQC1a - Hardware Value Added Pre-Sales Services (part 1)

Contracting Bodies to the Framework Agreement may require a pre-sales technical service which may take the form of advice, preliminary solution design or other assistance. Framework Agreement guidance for Contracting Bodies will include the option of supplier engagement through a single or series of exploration meetings to assist with defining and refining requirements.

AQC1a Response Guidance

This question seeks to understand how you will support a Contracting Body in developing their requirement by identifying available and appropriate value added solutions that will support a Contracting Body's requirement without adding unnecessary cost.

Please describe your process for identifying the appropriate value added services to best support a Contracting Body's requirement, ensuring that the Goods and/or Related Services provide added value.

Your response must:

- i. Describe how you will analyse a Contracting Body's initial requirements to identify possible alternatives that may provide better value to the Contracting Body.
- ii. Describe how you will provide independent pre-sales advice to assist a Contracting Bodies in refining their requirement, based on their required business outcomes. Particularly addressing compatibility with a Contracting Body's existing systems and/or new software and cloud solutions a Contracting Body may have in place or procure at the same time as your hardware.
- iii. Describe your process for assessing OEM vendor roadmaps for current and future products.
- iv. Describe how you will maintain understanding of backward and forward product compatibility and how you will advise Contracting Bodies of any associated impacts in relation to their requirements.
- v. Describe the factors you would assess in order to understand whether a Contracting Body's requirement could be met through the provision of End-of-Life (paragraph 2.3.2(c) of Schedule 2 (Attachment 4 Framework Agreement)) products.

Maximum character count – 20,480 characters including spaces and punctuation - that is 4096 characters for each component part. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

A separate, numbered space is provided on the e-Sourcing Suite for response to each component part.

Responses must clearly cover at each component part (i - v) how the specific Services as described in paragraph 2.3 of Schedule 2 (Attachment 4 Framework

Agreement) - Goods and/or Related Services and Key Performance Indicators will be delivered by you.

Potential Providers should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.

You may copy sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.

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

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response has fully satisfied the requirement expressed in the question and response guidance. Satisfactorily addressing all five components (i-v) of the response guidance, demonstrating their ability to meet the requirement. The response in all five component parts (i-v) describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
80	The Potential Provider's response has only satisfied four of the component parts (i-v) expressed in the question and response guidance, demonstrating their ability to meet most of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. One of the component parts is not fully satisfied.
60	The Potential Provider's response has only satisfied three of the component parts (i-v) expressed in the question and response guidance, demonstrating their ability to meet most of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Two of the component parts are not fully satisfied.
40	The Potential Provider's response has only satisfied two of the component parts (i-v) expressed in the question and response guidance, demonstrating their ability to meet some of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Three of the component parts are not fully satisfied.
20	The Potential Provider's response has only satisfied one of the component parts (i-v) expressed in the question and response guidance, demonstrating their ability to meet some of the requirement. Where the component part is satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Four of the component parts are not fully satisfied.
0	The Potential Provider's response has not satisfied any of the component parts (i-v) expressed in the question and response guidance. The response has not described their ability in an unambiguous manner or with sufficient detail to enable objective evaluation of any of the component parts. OR A response has not been provided

AQC1b - Hardware Value Added Pre-Sales Services (part 2)

Contracting Bodies to the Framework Agreement may require a pre-sales technical service which may take the form of advice, preliminary solution design or other assistance. Framework Agreement guidance for Contracting Bodies will include the option of supplier engagement through a single or series of exploration meetings to assist with defining and refining requirements.

AQC1b Response Guidance

This question seeks to understand how you will support a Contracting Body in developing their requirement by identifying available and appropriate value added solutions that will support the Contracting Body's requirement without adding unnecessary cost.

Please describe your process for identifying the appropriate value added services to best support a Contracting Body's requirement, ensuring that the Goods and/or Related Services provide added value.

Your response must:

Describe how you will demonstrate fitness for purpose and how value added services can be delivered for each of the following::

- i. Proposals of alternative solutions.
- ii. Use of volume or aggregated buying power.
- iii. Competitive service costs.
- iv. Provision of transparent quotes detailing all applicable costs and charges.
- v. Benchmarking.
- vi. Any proof of concept demonstrations or testing facilities that you are able to make available to Contracting Bodies.

Maximum character count – 24,576 characters including spaces and punctuation - that is 4096 characters for each component part. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

A separate, numbered space is provided on the e-Sourcing Suite for response to each component part.

Responses must clearly cover at each component part (i - vi) how the specific Services as described in paragraph 2.3.1 (c) and 2.3.4 (a) of Schedule 2 (Attachment 4 Framework Agreement) - Goods and/or Related Services and Key Performance Indicators will be delivered by you.

Potential Providers should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.

You may copy sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.

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

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response has fully satisfied the requirement expressed in the question and response guidance. Satisfactorily addressing all six components (i-vi) of the response guidance, demonstrating their ability to meet the requirement. The response in all six component parts (i-vi) describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
80	The Potential Provider's response has only satisfied five of the component parts (i-vi) expressed in the question and response guidance, demonstrating their ability to meet most of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. One of the component parts is not fully satisfied.
60	The Potential Provider's response has only satisfied four of the component parts (i-vi) expressed in the question and response guidance, demonstrating their ability to meet some of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Two of the component parts are not fully satisfied.
45	The Potential Provider's response has only satisfied three of the component parts (i-vi) expressed in the question and response guidance, demonstrating their ability to meet some of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Three of the component parts are not fully satisfied.
30	The Potential Provider's response has only satisfied two of the component parts (i-vi) expressed in the question and response guidance, demonstrating their ability to meet some of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Four of the component parts are not fully satisfied.
15	The Potential Provider's response has only satisfied one of the component parts (i-vi) expressed in the question and response guidance, demonstrating their ability to meet part of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Five of the component parts are not fully satisfied.
0	The Potential Provider's response has not satisfied any of the component parts (i-vi) expressed in the question and response guidance. The response has not described their ability in an unambiguous manner or with sufficient detail to enable objective evaluation of any of the component parts. OR a response has not been provided

AQC2 Post Sales Value-add

Contracting Bodies may require additional post-sales services, which are expected to be provided under Lot 1.

AQC2 Response Guidance

Please explain how you will use your knowledge of vendors and the supply chain to provide advice and guidance to Contracting Bodies to manage post sales issues, as well as ensuring smooth realisation of asset value and delivery of the anticipated return on investment for the Contracting Bodies.

Your response must:

- i. Describe the details of types of extended hardware warranties (minimum of 5 years) that you can provide for your end of life product ranges.
- ii. Describe storage of spares you are able to offer to Contracting Bodies to extend the lifecycle of products and how you would make this available to a Contracting Body.
- iii. Describe additional value added 'Close-to-the-box' services available during operational period. Please specify if you tier your customers for the purpose of post-sales value add services, the criteria applied for such tiering and what services are available to which tier.

Maximum character count – 12,288 characters including spaces and punctuation - that is 4096 characters for each component part. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

A separate, numbered space is provided on the e-Sourcing Suite for response to each component part.

Responses must clearly cover at each component part (i – iii) how the specific Services as described in paragraph 2.3.1 (c) of Schedule 2 (Attachment 4 Framework Agreement) - Goods and/or Related Services and Key Performance Indicators will be delivered by you.

Potential Providers should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.

You may copy sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.

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

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response has fully satisfied the requirement (i-iii) expressed in the question and response guidance. Satisfactorily addressing all three components of the response guidance, demonstrating their ability to meet the requirement. The response in all three component parts (i-iii) describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
60	The Potential Provider's response has only satisfied two of the component parts (i-iii) expressed in the question and response guidance, demonstrating their ability to meet most of the requirement where the component parts are

	satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. . One of the component parts is not fully satisfied.
30	The Potential Provider's response has only satisfied one of the component parts (i-iii) expressed in the question and response guidance, demonstrating their ability to meet part of the requirement where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Two of the component parts are not fully satisfied.
0	The Potential Provider's response has not satisfied any of the component parts (i-iii) expressed in the question and response guidance. The response has not described their ability in an unambiguous manner or with sufficient detail to enable objective evaluation of any of the component parts. OR A response has not been provided.

AQC3 Hardware Installation Capability

Contracting Bodies may require Potential Providers to install technology hardware and infrastructure products. Please explain how you will manage such installations.

AQC3 Response Guidance

Service capabilities required include installation of technology hardware and infrastructure products at Contracting Body premises.

You are required to demonstrate how you will minimise disruption to the Contracting Body.

Your response must:

- i. Describe how installations, including delivery, are scheduled and agreed (e.g. (pre-installation meeting) with Contracting Bodies.
- ii. Describe how you will agree and assure correct on-site behaviour by your staff with Contracting Bodies.
- iii. Describe how you will deal with installation issues and fault resolution.
- iv. Describe how post installation Contracting Body acceptance testing is executed.
- v. Describe how removal of packaging and debris will be managed.

Maximum character count – 20,480 characters including spaces and punctuation - that is 4096 characters for each component part. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

A separate, numbered space is provided on the e-Sourcing Suite for response to each component part.

Responses must clearly cover at each component part (i - v) as the scope described in paragraph 2.3.1 of Schedule 2 (Attachment 4 Framework Agreement) - Goods and/or Related Services and Key Performance Indicators will be delivered by you.

Potential Providers should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.

You may copy sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.

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

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response has fully satisfied the requirement expressed in the question and response guidance. Satisfactorily addressing all five components (i-v) of the response guidance, demonstrating their ability to meet the requirement. The response in all five component parts (i-v) describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
80	The Potential Provider's response has only satisfied four of the component parts (i-v) expressed in the question and response guidance, demonstrating their ability to meet most of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. One of the component parts is not fully satisfied.
60	The Potential Provider's response has only satisfied three of the component parts (i-v) expressed in the question and response guidance, demonstrating their ability to meet some of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Two of the component parts are not fully satisfied.
40	The Potential Provider's response has only satisfied two of the component parts (i-v) expressed in the question and response guidance, demonstrating their ability to meet most of the requirement. Where the component part is satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Three of the component parts are not fully satisfied.
20	The Potential Provider's response has only satisfied one of the component parts (i-v) expressed in the question and response guidance, demonstrating their ability to meet some of the requirement. Where the component part is satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Four of the component parts are not fully satisfied.
0	The Potential Provider's response has not satisfied any of the component parts (i-v) expressed in the question and response guidance. The response has not described their ability in an unambiguous manner or with sufficient detail to enable objective evaluation of any of the component parts. OR

	A response has not been provided
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AQC4 Dead on Arrival (DOA)

Please describe what your policy will be for managing Dead on Arrival (DOA) and the replacement of faulty items, ensuring lowest cost and least inconvenience.

AQC4 Response Guidance

For the purpose of this Tender, the Authority's definition of 'Dead on Arrival' is

"once removed from its packaging at a Customer's premises, the delivered device fails to work in accordance with the manufacturer's specification."

It is essential that part I. is satisfied.

Your response must:

- i. Describe clearly, as an overview, your replacement policy for DOA equipment and other faulty items with the expectation of a zero replacement fee (including shipping between Contracting Body and yourself).
- ii. Describe clearly, as an overview, your return logistics procedure, including whether replacements are despatched in advance of DOA and other faulty items being returned. Your response should make it clear if replacements are these offered as standard or as an option.
- iii. Describe clearly, as an overview, how you will ensure you meet the obligations contained within Clause 4.13.1 of the Call-Off Contract at Attachment 5.
- iv. Describe clearly, as an overview, whether DOA and faulty equipment will be replaced with new items, by default, with a new warranty for the replaced item.

Maximum character count – 16,384 characters including spaces and punctuation - that is 4096 characters for each component part. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

A separate, numbered space is provided on the e-Sourcing Suite for response to each component part.

Responses must clearly cover at each component part (i - iv) how the specific Services as described in paragraph 2.3.3 (b) of Schedule 2 (Attachment 4 Framework Agreement) - Goods and/or Related Services and Key Performance Indicators will be delivered by you.

Potential Providers should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.

You may copy sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.

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

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response has fully satisfied the requirement expressed in the question and response guidance. Satisfactorily addressing all four components (i-iv) of the response guidance, demonstrating their ability to meet the requirement. The response in all four component parts (i-iv) describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
75	The Potential Provider's response has fully satisfied requirement i and two other component parts (ii-iv) expressed in the question and response guidance. One of the component parts is not fully satisfied. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	The Potential Provider's response has fully satisfied requirement i and one other component parts (ii-iv) expressed in the question and response guidance. Two of the component parts are not fully satisfied. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
25	The Potential Provider's response has fully satisfied requirement i expressed in the question and response guidance. Where the component part is satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. No other component parts are fully satisfied.
0	<p>The Potential Provider's response has not satisfied i of the component parts expressed in the question and response guidance. The response has not described their ability in an unambiguous manner or with sufficient detail to enable objective evaluation.</p> <p>OR</p> <p>The Potential Provider's response has not satisfied any of the component parts (i-iv) expressed in the question and response guidance. The response has not described their ability in an unambiguous manner or with sufficient detail to enable objective evaluation of any of the component parts.</p> <p>OR</p> <p>A response has not been provided</p>

AQC5 Vendor Partnerships (hardware)

In order to assess the quality of advice you are able to offer Contracting Bodies during future Call Off Contracts and assist them achieving the best value from those Call Off Contracts the Authority would like to know about the vendor accreditations your staff and organisation hold.

The Authority needs to know what level of partnership and accreditations you hold in order to determine which suppliers are able to offer the best quality of advice and best commercial terms for contracting authorities in future.

Where a higher partnership level reflects enhanced levels of knowledge (via numbers / type of staff certifications) but you have not yet attained this status due to reasons other than evidenced knowledge (e.g. spend thresholds) then we will treat you as if you have the higher status.

In such circumstances you will be required to provide evidence of the certifications that meet the requirements of the higher partner level for staff who will be involved in delivery of services to Contracting Bodies under future Call Off Contracts. Please attach copies of any relevant certificates as a separate attachment (loaded at the paperclip sign at question level) for each vendor clearly labelled with the question number and vendors name and level of certification it equates to, i.e. "AQC5 - Dell - Premier Partner Direct".

This is a skills and capabilities based question and we do not wish to take vendor revenue thresholds into account."

In all other circumstances the Authority will use the certificate number to validate your partnership level in the first instance. If the certificate number provided cannot be verified by the Authority then a copy of the certificate will be requested.

Please detail any partnerships you hold with the following.

Vendor / Brand	Highest Partnership level	2nd tier Partnership level	Other Partner level	Partner reference number/ certificate number	Partnership End / renewal date
HPE	Platinum Partner (Hybrid IT Specialist or Converged Infrastructure Specialist) (15)	Enterprise Gold Partner (Server Specialist, Networking Specialist, Storage Specialist, Services Specialist or Service Provider Specialist) (10)	Enterprise Silver Partner (Server Specialist, Networking Specialist, Storage Specialist, Services Specialist or Service Provider Specialist) (5)		
HP Inc	HP Platinum Partner (15)	HP Gold Partner (15)	HP Silver Partner (15)		

Dell	Premier Partner Direct (15)	Preferred Partner Direct (10)	N/A		
Lenovo	Premier Partner (15)	Gold Partner (15)	N/A		
Microsoft	Authorised Device Reseller (15)	N/A	N/A		
Apple	Service Provider (15)	Authorised Reseller (15)	N/A		
Fujitsu (Mobility Solutions, Advanced Client Solutions, Virtual Client Computing, Workstation , All-round Server, Advanced Server Solutions)	Select Expert (15)	N/A	N/A		
Cisco	Premier (15)	Gold (10)	N/A		
NetApp	Support Services Certified Partners (15)	N/A	N/A		
EMC	Platinum (Direct Market Reseller or Solution Provider)	Gold (Direct Market Reseller or Solution Provider)	Silver (Direct Market Reseller or Solution Provider)		

	(15)	(10)	(5)			
Other (please specify)						
Other (please specify)						
Other (please specify)						

AQC5 Response Guidance

In order to ensure that you meet our specification in terms of being able to offer a range of goods from different vendors the Authority needs to understand what partnerships you are able to utilise to meet Contracting Bodies requirements under this agreement.

The Authority needs to know what level of partnership you have in order to determine which suppliers are able to offer the best quality of advice and best commercial terms for Contracting Bodies.

In the table above is the list of the main hardware brands that have a significant deployment across the public sector, based on sales via previous Frameworks.

If you have an existing partnership arrangements with these suppliers, you should provide details of such arrangements by filling the two right hand columns of the above table.

The table and scoring system reflects differences between partnership programmes. Where a lower partnership level merely reflects a smaller number of people with the same qualifications then these have been treated equally.

Where a higher partnership level reflects enhanced levels of knowledge (via numbers / type of staff certifications) but have you not yet attained this status due to reasons other than evidenced knowledge (e.g. spend thresholds) then we will treat you as if you have the higher status. In these circumstances please indicate **YES** from the drop down box ensuring that you include the attachment for the relevant partnership status.

In such circumstances you will be required to provide evidence of the certifications that meet the requirements of the higher partner level for staff who will be involved in delivery of services to Contracting Bodies under future Call Off Contracts. Please attach copies of any relevant certificates as a separate attachment (loaded at the paperclip sign at question level) for each vendor clearly labelled with the question number and vendors name and level of certification it equates to, i.e. "AQC5 - Dell - Premier Partner Direct".

You are able to specify partnerships with up to three additional vendors in the event that your partner providers are not listed in the table above.

All partnerships, including additional ones, should be above registered partner level i.e they should involve a confirmation of knowledge/expertise in a product range through a qualified member of staff or similar.

All partnerships should be relevant to the scope of the lots you are bidding for under this Framework and applicable for the public sector within the EU.

The Authority will use the certificate number to validate your partnership level in the first instance. If the certificate number provided cannot be verified by the Authority then a copy of the certificate will be requested. Should it be found that your accreditations do not meet these requirements you will not be awarded points for those accreditations.

Marking Scheme	Evaluation Guidance			
100-0	<p>You will be evaluated on highest scoring 7 brand accreditations, even if you supply more.</p> <p>The scores will be given in line with the table below, the maximum possible score is 100.</p>			
	Vendor / Brand	Highest Partnership level	2nd tier Partnership level	Other Partner level
	HPE	Platinum Partner 15	Gold Partner 10	Silver Partner 5
	HP Inc	HP Platinum Partner 15	HP Gold Partner 15	HP Silver Partner 15
	Dell	Premier Partner Direct 15	Preferred Partner Direct 10	N/A
	Lenovo	Premier Partner 15	Gold Partner 15	N/A
	Microsoft	Authorised Device Reseller 15	N/A	N/A
	Apple	Systems Integrator 15	Authorised Reseller 15	N/A
	Fujitsu (Mobility Solutions,	Select Expert	N/A	N/A

	Advanced Client Solutions, Virtual Client Computing, Workstation, All-round Server, Advanced Server Solutions)	15		
	Cisco	Premier 15	Gold 10	N/A
	NetApp	Support Services Certified Partners 15	N/A	N/A
	EMC	Platinum 15	Gold 10	Silver 5
	Other (please specify)	Above registered partner – 5		
	Other (please specify)	Above registered partner – 5		
	Other (please specify)	Above registered partner – 5		

SECTION D – LOT 2 SOFTWARE

AQD1 Software Products Pre-Sales Value-Add

The Authority needs to understand how you will select products that meet Contracting Body requirements, minimise the cost to Contracting Bodies of a given product and select the most appropriate option by balancing the requirements and cost.

AQD1 Response Guidance:

How will you ensure that the off-the-shelf software products supplied match Contracting Body requirements and provide value for money during the term of this Framework Agreement?

Your response must:

- i. Describe how you will assess the viability of using open source software as an alternative to proprietary software, when matching a Contracting Body's requirement with what is available on the market as required in Schedule 2 paragraph 2.4.2(h) of Attachment 4 Framework Agreement.
- ii. Describe how you will analyse a Contracting Body's existing environment, and technical requirements, as well as existing or concurrently procured hardware to ensure best fit with the software you will provide and value for money for the Contracting Body.
- iii. Describe how you will analyse a Contracting Body's requirements to ensure that the Contracting Body only procures the correct volumes of licenses (taking into consideration concurrent licensing options), the correct type of license, and only the relevant packages/modules of the software required to achieve their specified outcomes.
- iv. Describe how you will analyse the optimisation of the whole life cost of the software products proposed, to ensure best fit with a Contracting Body's functional requirement and value for money for the Contracting Body.

Maximum character count – 16,384 characters including spaces and punctuation - that is 4096 characters including spaces and punctuation for each component part. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

A separate, numbered space is provided on the e-Sourcing Suite for response to each component part.

Responses must clearly cover at each component part (i - iv) how the specific Services as described in paragraph 2.4.1 of Schedule 2 (Attachment 4 Framework Agreement) - Goods and/or Related Services and Key Performance Indicators will be delivered by you.

Potential Providers should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.

You may copy sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.

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

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response has fully satisfied the requirement expressed in the question and response guidance. Satisfactorily addressing all four components (i-iv) of the response guidance, demonstrating their ability to meet the requirement. The response in all four component parts (i-iv) describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation.

75	The Potential Provider's response has only satisfied three of the component parts (i-iv) expressed in the question and response guidance, demonstrating their ability to meet most of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. One of the component parts is not fully satisfied.
50	The Potential Provider's response has only satisfied two of the component parts (i-iv) expressed in the question and response guidance, demonstrating their ability to meet some of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Two of the component parts are not fully satisfied.
25	The Potential Provider's response has only satisfied one of the component parts (i-iv) expressed in the question and response guidance, demonstrating their ability to meet some of the requirement. Where the component part is satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Three of the component parts are not fully satisfied.
0	The Potential Provider's response has not satisfied any of the component parts (i-iv) expressed in the question and response guidance. The response has not described their ability in an unambiguous manner or with sufficient detail to enable objective evaluation of any of the component parts. OR A response has not been provided

AQD2 SOFTWARE INSTALLATION

You must demonstrate that you will meet Contracting Bodies' installation needs.

AQD2 Response Guidance:

How will you manage the smooth installation and upgrade of commercial off-the-shelf software products for Contracting Bodies?

Your response must:

- i. Describe how installations and upgrades will be planned, managed and communicated to the Contracting Body.
- ii. Describe how Contracting Body acceptance testing will be managed.
- iii. Describe how corrective action will be taken where there are deviations from the plan.
- iv. Describe how old versions of software will be removed.
- v. Describe how on-site supplier staff behaviour will be assured and site access arrangements agreed.

Maximum character count – 20,480 characters including spaces and punctuation - that is 4096 characters for each component part. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

A separate, numbered space is provided on the e-Sourcing Suite for response to each component part.

Responses must clearly cover at each component part (i - v) how the scope as described at paragraph 2.4 and 2.4.1 (c) of Schedule 2 (Attachment 4 Framework Agreement) - Goods and/or Related Services and Key Performance Indicators will be delivered by you.

Potential Providers should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.

You may copy sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.

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

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response has fully satisfied the requirement expressed in the question and response guidance. Satisfactorily addressing all five components (i-v) of the response guidance, demonstrating their ability to meet the requirement. The response in all five component parts (i-v) describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
80	The Potential Provider's response has only satisfied four of the component parts (i-v) expressed in the question and response guidance, demonstrating their ability to meet most of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. One of the component parts is not fully satisfied.
60	The Potential Provider's response has only satisfied three of the component parts (i-v) expressed in the question and response guidance, demonstrating their ability to meet some of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Two of the component parts are not fully satisfied.
40	The Potential Provider's response has only satisfied two of the component parts (i-v) expressed in the question and response guidance, demonstrating their ability to meet some of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Three of the component parts are not fully satisfied.
20	The Potential Provider's response has only satisfied one of the component parts (i-v) expressed in the question and response guidance, demonstrating

	their ability to meet part of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Four of the component parts are not fully satisfied.
0	<p>The Potential Provider's response has not satisfied any of the component parts (i-v) expressed in the question and response guidance. The response has not described their ability in an unambiguous manner or with sufficient detail to enable objective evaluation of any of the component parts.</p> <p>OR</p> <p>A response has not been provided</p>

AQD3a - Providing Best Commercial Value (part 1)

Contracting Bodies expect Suppliers to have the knowledge, skills and commercial relationships to provide best value through this Framework Agreement.

AQD3a Response Guidance

The Authority seeks to understand your ability to influence the prices offered to Contracting Bodies once a best-fit software product has been identified;

Your response must:

- i. Describe options you will make available to Contracting Bodies to reduce their acquisition costs through leveraging your own market position.
- ii. Describe options you will make available to Contracting Bodies to reduce their acquisition costs through sourcing licences via alternate geographical sales channels, whilst maintaining legitimacy of licensing.
- iii. Describe options you will make available to Contracting Bodies to reduce their acquisition costs through re-use, re-sale or transfer of licences, where allowable within law.
- iv. Describe options you will make available to Contracting Bodies to reduce their acquisition costs through use of volume or aggregated buying power.

Maximum character count – 16,384 characters including spaces and punctuation - that is 4096 characters for each component part. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

A separate, numbered space is provided on the e-Sourcing Suite for response to each component part.

Responses must clearly cover at each component part (i - iv) how the specific Services as described in paragraph 2.4. of Schedule 2 (Attachment 4 Framework Agreement) - Goods and/or Related Services and Key Performance Indicators will be delivered by you.

Potential Providers should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.

You may copy sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.

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

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response has fully satisfied the requirement expressed in the question and response guidance. Satisfactorily addressing all four components (i-iv) of the response guidance, demonstrating their ability to meet the requirement. The response in all four component parts (i-iv) describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
75	The Potential Provider's response has only satisfied three of the component parts (i-iv) expressed in the question and response guidance, demonstrating their ability to meet most of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. One of the component parts is not fully satisfied.
50	The Potential Provider's response has only satisfied two of the component parts (i-iv) expressed in the question and response guidance, demonstrating their ability to meet some of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Two of the component parts are not fully satisfied.
25	The Potential Provider's response has only satisfied one of the component parts (i-iv) expressed in the question and response guidance, demonstrating their ability to meet some of the requirement. Where the component part is satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Three of the component parts are not fully satisfied.
0	<p>The Potential Provider's response has not satisfied any of the component parts (i-iv) expressed in the question and response guidance. The response has not described their ability in an unambiguous manner or with sufficient detail to enable objective evaluation of any of the component parts.</p> <p>OR</p> <p>A response has not been provided</p>

AQD3b - Providing Best Commercial Value (part 2)

Contracting Bodies expect Suppliers to have the knowledge, skills and commercial relationships to provide best value through this Framework Agreement.

AQD3b Response Guidance

The Authority seeks to understand the your ability to influence the prices offered to Contracting Bodies once a best-fit software product has been identified;

Your response must:

- i. Describe options you will make available to Contracting Bodies to reduce their acquisition costs through knowledge of a variety of vendor roadmaps.
- ii. Describe options you will make available to Contracting Bodies to reduce their acquisition costs through competitive service rates.
- iii. Describe options you will make available to Contracting Bodies to reduce their acquisition costs through provision of transparent quotes detailing all applicable costs and charges.
- iv. Describe options you will make available to Contracting Bodies to reduce their acquisition costs through benchmarking.

Maximum character count – 16,384 characters including spaces and punctuation - that is 4096 characters for each component part. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

A separate, numbered space is provided on the e-Sourcing Suite for response to each component part.

Responses must clearly cover at each component part (i - iv) how the specific Services as described in paragraph 2.4 of Schedule 2 (Attachment 4 Framework Agreement) - Goods and/or Related Services and Key Performance Indicators will be delivered by you.

Potential Providers should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.

You may copy sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.

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

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response has fully satisfied the requirement expressed in the question and response guidance. Satisfactorily addressing all four components (i-iv) of the response guidance, demonstrating their ability to meet the requirement. The response in all four component parts (i-iv) describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
75	The Potential Provider's response has only satisfied three of the component parts (i-iv) expressed in the question and response guidance, demonstrating their ability to meet most of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and

	with sufficient detail to enable objective evaluation. One of the component parts is not fully satisfied.
50	The Potential Provider's response has only satisfied two of the component parts (i-iv) expressed in the question and response guidance, demonstrating their ability to meet some of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Two of the component parts are not fully satisfied.
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0	<p>The Potential Provider's response has not satisfied any of the component parts (i-iv) expressed in the question and response guidance. The response has not described their ability in an unambiguous manner or with sufficient detail to enable objective evaluation of any of the component parts.</p> <p>OR</p> <p>A response has not been provided</p>

AQD4 Post Sales - Added Value

Unless the Contracting Body requests otherwise, Suppliers to the Framework Agreement will independently maintain accurate purchase records, including any information necessary to identify and support a Contracting Body's claim of entitlement to licences (including but not limited to: licence metrics, quantity, product details, support details etc.).

You are also required to ensure that Contracting Bodies realise the full value potential from their assets.

AQD4 Response Guidance

Describe the processes you will have to maintain accurate purchase records, including any information necessary to identify and support a Contracting Body's claim of entitlement to licences should the Contracting Body be audited in relation to the supplied software.

The Authority also seeks to understand how you will assist the Contracting Body by identifying available and appropriate services that will support Contracting Body's during the operational stage of a provided licence, without adding unnecessary cost.

Your response must:

- i. Describe how the Contracting Body's licensing records will be maintained including the systems and processes you will use.
- ii. Describe the systems and processes you will use to identify value added services that support the provided software solution, including any arrangements you have in place under your partnership agreements with software providers.

- iii. Describe the systems and processes you will use to clearly identify a Contracting Body's entitlement to additional software licencing benefits, for example development days.
- iv. Describe what process will be used to ensure that Contracting Bodies are fully aware of their licencing entitlements and how they are able to make maximum use of them.
- v. Describe how you would ensure best value to Contracting Bodies wishing to change their licensing estate, including changes to volume of scope of licences provided.

Maximum character count – 20,480 characters including spaces and punctuation - that is 4096 characters for each component part. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

A separate, numbered space is provided on the e-Sourcing Suite for response to each component part.

Responses must clearly cover at each component part (i - v) how the specific Services as described in paragraphs 2.4.1 (c) and 2.4.4 (e) of Schedule 2 (Attachment 4 Framework Agreement) - Goods and/or Related Services and Key Performance Indicators will be delivered by you.

Potential Providers should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.

You may copy sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.

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

Marking Scheme	Evaluation Guidance
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80	The Potential Provider's response has only satisfied four of the component parts (i-v) expressed in the question and response guidance, demonstrating their ability to meet most of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. One of the component parts is not fully satisfied.
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	with sufficient detail to enable objective evaluation. Two of the component parts are not fully satisfied.
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0	<p>The Potential Provider's response has not satisfied any of the component parts (i-v) expressed in the question and response guidance. The response has not described their ability in an unambiguous manner or with sufficient detail to enable objective evaluation of any of the component parts.</p> <p>OR</p> <p>A response has not been provided</p>

AQD5 Vendor Partnerships - Software (Lot 2)

In order to assess the quality of advice you are able to offer Contracting Bodies during future Call Off Contracts and assist them achieving the best value from those Call Off Contracts the Authority would like to know about the vendor accreditations your staff and organisation hold.

The Authority needs to know what level of partnership you have in order to determine which suppliers are able to offer the best quality of advice and best commercial terms for Contracting Bodies in future.

Where a higher partnership level reflects enhanced levels of knowledge (via numbers / type of staff certifications) but have you not yet attained this status due to reasons other than evidenced knowledge (e.g. spend thresholds) then the Authority will treat you as if you have the higher status.

In such circumstances you will be required to provide evidence of the certifications that meet the requirements of the higher partner level for staff who will be involved in delivery of services to Contracting Bodies under future Call Off Contracts. Please attach copies of any relevant certificates as a separate attachment (loaded at the paperclip sign at question level) for each vendor clearly labelled with the question number and vendors name and level of certification it equates to, i.e. "AQD5 - Citrix - Solutions Advisor – Platinum".

In all other circumstances the Authority will use the certificate number to validate your partnership level in the first instance. If the certificate number provided cannot be verified by the Authority then a copy of the certificate will be requested.

Please detail any partnerships you hold with the following;

Vendor / Brand	Highest Partnership level	2nd tier Partnership level	Other Partnership Level	Partnership reference number	Partnership End / Renewal Date
Microsoft (Volume Licensing)	Gold (20)	Silver (20)	N/A		
Microsoft (Software Asset management)	Gold (20)	Silver (10)	N/A		
Oracle	Diamond (20)	Platinum (10)	N/A		
Citrix	Solutions Advisor – Platinum (20)	Solutions Provider – Gold (10)	N/A		
VMware	Enterprise Partner (20)	Premier Solutions Partner (20)	Professional Partner (5)		
IBM	Premier Business Partner (20)	Advanced Business Partner (10)	N/A		
Other (please specify)					
Other (please specify)					
Other (please specify)					

AQD5 Response Guidance

In order to ensure that you meet the Authorities specification in terms of being able to offer a range of goods from different vendors the Authority needs to understand what partnerships you are able to utilise to meet Contracting Bodies requirements under this agreement.

The Authority also needs to know what level of partnership you have in order to determine which suppliers are able to offer the best quality of advice and best commercial terms for Contracting Bodies.

In the table above is the list of the main software brands that have a significant deployment across the public sector, based on sales via previous frameworks.

If you have existing partnership arrangements with these suppliers, you should provide details of such arrangements by filling the two right hand columns of the above table.

The table and scoring system reflects differences between partnership programmes. Where a lower partnership level merely reflects a smaller number of people with the same qualifications then these have been treated equally.

Where a higher partnership level reflects enhanced levels of knowledge (via numbers / type of staff certifications) but have you not yet attained this status due to reasons other than evidenced knowledge (e.g. spend thresholds) then we will treat you as if you have the higher status. In these circumstances please indicate **YES** from the drop down box ensuring that you include the attachment for the relevant partnership status.

In such circumstances you will be required to provide evidence of the certifications that meet the requirements of the higher partner level for staff who will be involved in delivery of services to Contracting Bodies under future Call Off Contracts. Please attach copies of any relevant certificates as a separate attachment (loaded at the paperclip sign at question level) for each vendor clearly labelled with the question number and vendors name and level of certification it equates to, i.e. "AQD5 - Citrix - Solutions Advisor – Platinum".

You are able to specify partnerships with up to three additional vendors in the event that your partner providers are not listed in the table above.

All partnerships, including additional ones, should be above registered partner level i.e they should involve a confirmation of knowledge/expertise in a product range through a qualified member of staff or similar.

All partnerships should be relevant to the scope of the Lots you are bidding for under this Framework and applicable for the public sector within the EU.

The Authority will use the certificate number to validate your partnership level in the first instance. If the certificate number provided cannot be verified by the Authority then a copy of the certificate will be requested. Should it be found that accreditations do not meet these requirements you will not be awarded points for those accreditations.

Marking Scheme	Evaluation Guidance			
100-0	<p>You will be evaluated on highest scoring 5 brand accreditations, even if you supply more.</p> <p>The scores will be given in line with the table below, the maximum possible score is 100</p>			
	Vendor / Brand	Highest Partnership level	2nd tier Partnership level	Other Partnership Level
	Microsoft (Volume Licensing)	Gold 20	Silver 20	N/A
	Microsoft (Software Asset)	Gold	Silver	N/A

	management)	20	10	
	Oracle	Diamond 20	Platinum 10	N/A
	Citrix	Solutions Advisor – Platinum 20	Solutions Provider – Gold 10	N/A
	VMware	Enterprise Partner 20	Premier Solutions Partner 20	Professional Partner 5
	IBM	Premier Business Partner 20	Advanced Business Partner 10	N/A
	Other (please specify)	Above registered partner - 5		
	Other (please specify)	Above registered partner - 5		
	Other (please specify)	Above registered partner - 5		

SECTION E – LOT 4 - INFORMATION ASSURED PRODUCTS

AQE1 Selection of Technology Hardware and Infrastructure Products

The Authority needs to understand how you will select technology products with Information Assurance (ITT Attachment 1) enforcing capability that will meet the Contracting Body's requirements. Including minimising the cost to Contracting Bodies of a given product and selecting the most appropriate option by balancing the requirements and cost.

AQE1 Response Guidance

How will you select technology hardware and infrastructure products with Information Assurance enforcing capability that will meet Contracting Bodies requirements, while providing value for money during the term of this Framework Agreement and any Call Off Contracts?

Your response must:

- i. Clearly describe how you will analyse Contracting Body's security requirements and match to technology products.
- ii. Clearly describe how you will analyse specific Contracting Body's technical requirements and match to technology products.
- iii. Describe clearly availability or delivery implications, particularly additional implications due to additional security requirements, for example (but not limited to) ensuring enough staff are security cleared to deliver the requirement.
- iv. Describe clearly how you analyse and identify the best value option to match a Contracting Body's technical requirement.

Maximum character count – 16,384 characters including spaces and punctuation - that is 4096 characters for each component part. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

A separate, numbered space is provided on the e-Sourcing Suite for response to each component part.

Responses must clearly cover at each component part (i - iv) how the specific Services as described in paragraphs 2.1.7, 2.6.1, 2.6.2 (e) & (f) of Schedule 2 (Attachment 4 Framework Agreement) - Goods and/or Related Services and Key Performance Indicators will be delivered by you.

Potential Providers should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.

You may copy sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.

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

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response has fully satisfied the requirement expressed in the question and response guidance. Satisfactorily addressing all four components (i-iv) of the response guidance, demonstrating their ability to meet the requirement. The response in all four component parts (i-iv) describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
75	The Potential Provider's response has only satisfied three of the component parts (i-iv) expressed in the question and response guidance, demonstrating their ability to meet most of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. One of the component parts is not fully satisfied.
50	The Potential Provider's response has only satisfied two of the component parts (i-iv) expressed in the question and response guidance, demonstrating their ability to meet some of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner

	and with sufficient detail to enable objective evaluation. Two of the component parts are not fully satisfied.
25	The Potential Provider's response has only satisfied one of the component parts (i-iv) expressed in the question and response guidance, demonstrating their ability to meet some of the requirement. Where the component part is satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Three of the component parts are not fully satisfied.
0	The Potential Provider's response has not satisfied any of the component parts (i-iv) expressed in the question and response guidance. The response has not described their ability in an unambiguous manner or with sufficient detail to enable objective evaluation of any of the component parts. OR A response has not been provided

AQE2 Selection of Audiovisual and Infrastructure Solutions

Contracting Bodies to the Framework may have a requirement for audiovisual solutions, comprising hardware and installations that must comply with Contracting Body's on site regulations and standards. Specific specialist qualifications (e.g. InfoComm CTS) apply to personnel delivering these services.

Information on Infocomm CTS can be found here:

<http://www.infocomm.org/cps/rde/xchg/infocomm/hs.xsl/certification.htm>

Information on JSP 480 can be found here:

<https://www.gov.uk/government/publications/installation-of-communication-and-information-systems-regulations>

AQE2 Response Guidance

How will you develop audiovisual hardware and infrastructure solutions to match Contracting Bodies requirements during the term of this Framework Agreement?

It is essential that at least parts I & II are satisfied.

Your response must:

- i. Clearly describe how you will analyse audiovisual specialist qualifications (e.g. InfoComm CTS) and match to Contracting Body product requirements.
- ii. Clearly describe how you will analyse Contracting Bodies security requirements and match to products.
- iii. Clearly describe how you will analyse specific Contracting Bodies technical requirements and match to products.
- iv. Clearly describe how you will analyse the lowest cost option and match to Contracting Body product requirements.

Maximum character count – 16,384 characters including spaces and punctuation - that is 4096 characters for each component part. This character count cannot be

exceeded within the e-Sourcing Suite. Responses must include spaces between words.

A separate, numbered space is provided on the e-Sourcing Suite for response to each component part.

Responses must clearly cover at each component part (i - iv) how the specific Services as described in paragraphs 2.6.1 (f) & 2.6.2 (k) of Schedule 2 (Attachment 4 Framework Agreement) - Goods and/or Related Services and Key Performance Indicators will be delivered by you.

Potential Providers should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.

You may copy sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.

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

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response has fully satisfied the requirement expressed in the question and response guidance. Satisfactorily addressing all four components (i-iv) of the response guidance, demonstrating their ability to meet the requirement. The response in all four component parts (i-iv) describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
60	The Potential Provider's response has only fully satisfied the component parts i-ii and one other component part (iii-iv) expressed in the question and response guidance. One of the component parts is not fully satisfied. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
30	The Potential Provider's response has only satisfied component parts i & ii expressed in the question and response guidance. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Component parts iii & iv are not fully satisfied.
0	<p>The Potential Provider's response has not satisfied either/or component parts i & ii expressed in the question and response guidance. The response has not described their ability in an unambiguous manner or with sufficient detail to enable objective evaluation.</p> <p>OR</p> <p>The Potential Provider's response has not satisfied any of the component parts (i-v) expressed in the question and response guidance. The</p>

	<p>response has not described their ability in an unambiguous manner or with sufficient detail to enable objective evaluation of any of the component parts.</p> <p>OR</p> <p>A response has not been provided</p>
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AQE3 Hardware Installation

Contracting Bodies may require you to install technology hardware and infrastructure products in accordance with the specified security requirements. We need to understand how you will ensure compliance with security requirements and minimise disruption to the Contracting Body.

AQE3 Response Guidance

How will you manage such installations?

It is essential that part i is satisfied.

Your response must:

- i. Describe how you will work with Contracting Bodies to agree security considerations are addressed, including your staff security clearance requirements for installation.
- ii. Describe how you will work with Contracting Bodies to agree the correct on-site behaviour by your staff is assured.
- iii. Describe how you will work with Contracting Bodies to agree how installations are managed.
- iv. Describe how you will work with Contracting Bodies to agree how post-installation commissioning and Contracting Body acceptance testing is executed.
- v. Describe how you will work with Contracting Bodies to agree how removal of packaging and debris will be managed.

Maximum character count – 20,480 characters including spaces and punctuation - that is 4096 characters for each component part. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

A separate, numbered space is provided on the e-Sourcing Suite for response to each component part.

Responses must clearly cover at each component part (i - v) how the specific Services as described in paragraph 2.4.1 (c), 2.6.1 (g) and 2.6.1 (h) of Schedule 2 (Attachment 4 Framework Agreement) - Goods and/or Related Services and Key Performance Indicators will be delivered by you.

Potential Providers should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.

You may copy sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.

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

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response has fully satisfied the requirement expressed in the question and response guidance. Satisfactorily addressing all components (i-v) of the response guidance, demonstrating their ability to meet the requirement. The response in all five component parts (i-v) describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
80	The Potential Provider's response has fully satisfied requirement i and three other component parts expressed in the question and response guidance. One of the component parts is not fully satisfied. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
60	The Potential Provider's response has fully satisfied requirement i and two other component parts (ii-v) expressed in the question and response guidance. Two of the component parts are not fully satisfied. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
40	The Potential Provider's response has fully satisfied requirement i and one other component parts (ii-v) expressed in the question and response guidance. Two of the component parts are not fully satisfied. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
20	The Potential Provider's response has fully satisfied requirement i expressed in the question and response guidance. Where the component part is satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. No other component parts are fully satisfied.
0	<p>The Potential Provider's response has not satisfied i of the component parts expressed in the question and response guidance. The response has not described their ability in an unambiguous manner or with sufficient detail to enable objective evaluation.</p> <p>OR</p> <p>The Potential Provider's response has not satisfied any of the component parts (i-v) expressed in the question and response guidance. The response</p>

	has not described their ability in an unambiguous manner or with sufficient detail to enable objective evaluation of any of the component parts.
	OR
	A response has not been provided

AQE4 Selection of Software Products

The Authority seeks to understand how you will select software products that meet Contracting Body requirements, minimise the cost to Contracting Bodies of a given product and select the most appropriate option by balancing requirements and cost.

AQE4 Response Guidance:

How will your organisation ensure that the off-the-shelf software products supplied match Contracting Body requirements and provide value for money during the term of this Framework Agreement?

It is essential that at least parts I & II are satisfied.

Your response must:

- i. Describe clearly how you will analyse consideration of proprietary and open source software and match to Contracting Body products requirements or is this match to their products available.
- ii. Describe clearly how you will analyse a Contracting Body's existing security environment and technical requirements and match to products.
- iii. Describe clearly how you will analyse the Contracting Body's functional requirements including any services required and match to products.
- iv. Describe clearly how you will analyse the optimisation of the whole life cost of the software products proposed and match to Contracting Body product requirements.
- v. Describe clearly how you will analyse the need to balance your cost and the Contracting Body requirement in selecting which software products to propose to provide the Contracting Body with best value for money and best match their product requirements.

Maximum character count – 20,480 characters including spaces and punctuation - that is 4096 characters for each component part. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

A separate, numbered space is provided on the e-Sourcing Suite for response to each component part.

Responses must clearly cover at each component part (i - v) how the specific Services as described in paragraph 2.6.1 (f) of Schedule 2 (Attachment 4 Framework Agreement) - Goods and/or Related Services and Key Performance Indicators will be delivered by you.

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Marking Scheme	Evaluation Guidance
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75	The Potential Provider's response has only fully satisfied the component parts i-ii and two other component part (iii-v) expressed in the question and response guidance. One of the component parts is not fully satisfied. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	The Potential Provider's response has only fully satisfied the component parts i-ii and one other component part (iii-v) expressed in the question and response guidance. One of the component parts is not fully satisfied. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
25	The Potential Provider's response has only satisfied component parts i & ii expressed in the question and response guidance. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Component parts iii - v are not fully satisfied.
0	<p>The Potential Provider's response has not satisfied either/or i & ii of the component parts expressed in the question and response guidance. The response has not described their ability in an unambiguous manner or with sufficient detail to enable objective evaluation.</p> <p>OR</p> <p>The Potential Provider's response has not satisfied any of the component parts (i-v) expressed in the question and response guidance. The response has not described their ability in an unambiguous manner or with sufficient detail to enable objective evaluation of any of the component parts.</p> <p>OR</p> <p>A response has not been provided</p>

AQE5a - Software Installation – (Part 1)

The Authority seeks to understand how you will meet the security requirements and the delivery and installation needs of Contracting Bodies.

AQE5a Response Guidance

How will you manage and ensure the smooth installation and upgrade of commercial off-the-shelf software products for Contracting Bodies?

Your response must:

- i. Describe clearly how you will ensure that your staff are appropriately security cleared.
- ii. Describe clearly how onsite behaviour by your staff will be assured and access arrangements agreed.
- iii. Describe clearly how installations and upgrades will be planned, managed and communicated to the Contracting Body.

Maximum character count – 12,288 characters including spaces and punctuation - that is 4096 characters for each component part. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

A separate, numbered space is provided on the e-Sourcing Suite for response to each component part.

Responses must clearly cover at each component part (i - iii) how the specific Services as described in paragraph 2.6.1 (f), 2.6.1 (g), 2.6.2 (j) and 2.6.3 (e) of Schedule 2 (Attachment 4 Framework Agreement) - Goods and/or Related Services and Key Performance Indicators will be delivered by you.

Potential Providers should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.

You may copy sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.

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

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response has fully satisfied the requirement expressed in the question and response guidance. Satisfactorily addressing all three components of the response guidance, demonstrating their ability to meet the requirement. The response in all three component parts (i-iii) describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
60	The Potential Provider's response has only satisfied two of the component parts (i-iii) expressed in the question and response guidance, demonstrating their ability to meet most of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. One of the component parts is not fully satisfied.

30	The Potential Provider's response has only satisfied one of the component parts (i-iii) expressed in the question and response guidance, demonstrating their ability to meet part of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Two of the component parts are not fully satisfied.
0	<p>The Potential Provider's response has not satisfied any of the component parts (i-iii) expressed in the question and response guidance. The response has not described their ability in an unambiguous manner or with sufficient detail to enable objective evaluation of any of the component parts.</p> <p>OR</p> <p>A response has not been provided</p>

AQE5b Software Installation – (Part 2)

The Authority seeks to understand how you will meet the security requirements and the delivery and installation needs of Contracting Bodies.

AQE5b Response Guidance

How will you manage and ensure the smooth installation and upgrade of commercial off-the-shelf software products for Contracting Bodies?

Your response must:

- i. Describe clearly how Contracting Body acceptance testing will be managed.
- ii. Describe clearly how corrective action will be taken where there are deviations from the testing plan.
- iii. Describe clearly how old versions of software will be removed.

Maximum character count – 12,288 characters including spaces and punctuation - that is 4096 characters for each component part. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

A separate, numbered space is provided on the e-Sourcing Suite for response to each component part.

Responses must clearly cover at each component part (i - iii) how the specific Services as described in paragraph 2.4.1 (c), 2.6.2 (c), 2.6.3 (g) and 2.6.3 (e) of Schedule 2 (Attachment 4 Framework Agreement) - Goods and/or Related Services and Key Performance Indicators will be delivered by you.

Potential Providers should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.

You may copy sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.

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

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response has fully satisfied the requirement expressed in the question and response guidance. Satisfactorily addressing all components of the response guidance, demonstrating their ability to meet the requirement. The response in all three component parts (i-iii) describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
60	The Potential Provider's response has only satisfied two of the component parts (i-iii) expressed in the question and response guidance, demonstrating their ability to meet most of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. One of the component parts is not fully satisfied.
30	The Potential Provider's response has only satisfied one of the component parts (i-iii) expressed in the question and response guidance, demonstrating their ability to meet part of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Two of the component parts are not fully satisfied.
0	<p>The Potential Provider's response has not satisfied any of the component parts (i-iii) expressed in the question and response guidance. The response has not described their ability in an unambiguous manner or with sufficient detail to enable objective evaluation of any of the component parts.</p> <p>OR</p> <p>A response has not been provided</p>

AQE6 Secure Data Storage Media

Contracting Bodies may require you to provide secure data storage media that conforms to their respective policies. Please explain how you will provide data storage media that conforms with the Contracting Bodies' policy on data media in terms of:

- i. Colour-coded media.
- ii. Serial number format.
- iii. Encryption.

AQE6 Response Guidance

We need to understand how you will provide secure data storage media.

Your response must:

- i. Describe how you will work with Contracting Bodies to provide media that agrees with colour-coded media.
- ii. Describe how you will work with Contracting Bodies to provide media that agrees with serial number format.
- iii. Describe how you will work with Contracting Bodies to provide media that agrees with encryption.

Maximum character count – 12,288 characters including spaces and punctuation - that is 4096 characters for each component part. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

A separate, numbered space is provided on the e-Sourcing Suite for response to each component part.

Responses must clearly cover at each component part (i - iii) how the specific Services as described in paragraph 2.6.1 (i) of Schedule 2 (Attachment 4 Framework Agreement) - Goods and/or Related Services and Key Performance Indicators will be delivered by you.

Potential Providers should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.

You may copy sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.

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

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response has fully satisfied the requirement expressed in the question and response guidance. Satisfactorily addressing all three components of the response guidance, demonstrating their ability to meet the requirement. The response in all three component parts (i-iii) describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
60	The Potential Provider's response has only satisfied two of the component parts (i-iii) expressed in the question and response guidance, demonstrating their ability to meet most of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. One of the component parts is not fully satisfied.
30	The Potential Provider's response has only satisfied one of the component parts (i-iii) expressed in the question and response guidance, demonstrating their ability to meet part of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Two of the component parts are not fully satisfied.

0	<p>The Potential Provider's response has not satisfied any of the component parts (i-iii) expressed in the question and response guidance. The response has not described their ability in an unambiguous manner or with sufficient detail to enable objective evaluation of any of the component parts.</p> <p>OR</p> <p>A response has not been provided</p>
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AQE7 Vendor Partnerships (hardware)

In order to assess the quality of advice you are able to offer Contracting Bodies during future Call Off Contracts and assist them achieving the best value from those Call Off Contracts the Authority would like to know about the vendor accreditations your staff and organisation hold.

The Authority needs to know what level of partnership and accreditations you hold in order to determine which suppliers are able to offer the best quality of advice and best commercial terms for contracting authorities in future.

Where a higher partnership level reflects enhanced levels of knowledge (via numbers / type of staff certifications) but you have not yet attained this status due to reasons other than evidenced knowledge (e.g. spend thresholds) then we will treat you as if you have the higher status.

In such circumstances you will be required to provide evidence of the certifications that meet the requirements of the higher partner level for staff who will be involved in delivery of services to Contracting Bodies under future Call Off Contracts. Please attach copies of any relevant certificates as a separate attachment (loaded at the paperclip sign at question level) for each vendor clearly labelled with the question number and vendors name and level of certification it equates to, i.e. "AQE7 - Dell - Premier Partner Direct".

This is a skills and capabilities based question and we do not wish to take vendor revenue thresholds into account."

In all other circumstances the Authority will use the certificate number to validate your partnership level in the first instance. If the certificate number provided cannot be verified by the Authority then a copy of the certificate will be requested.

Please detail any partnerships you hold with the following.

Vendor / Brand	Highest Partnership level	2nd tier Partnership level	Other Partner level	Partner reference number/ certificate number	Partnership End / renewal date
HPE	Platinum Partner (Hybrid IT Specialist or	Enterprise Gold Partner (Server	Enterprise Silver Partner (Server		

	Converged Infrastructure Specialist)	Specialist, Networking Specialist, Storage Specialist, Services Specialist or Service Provider Specialist)	Specialist, Networking Specialist, Storage Specialist, Services Specialist or Service Provider Specialist)			
	(15)	(10)	(5)			
HP Inc	HP Platinum Partner	HP Gold Partner	HP Silver Partner			
	(15)	(15)	(15)			
Dell	Premier Partner Direct	Preferred Partner Direct	N/A			
	(15)	(10)				
Lenovo	Premier Partner	Gold Partner	N/A			
	(15)	(15)				
Microsoft	Authorised Device Reseller	N/A	N/A			
	(15)					
Apple	Service Provider	Authorised Reseller	N/A			
	(15)	(15)				
Fujitsu (Mobility Solutions, Advanced Client Solutions, Virtual Client Computing, Workstation , All-round Server, Advanced Server Solutions)	Select Expert (15)	N/A	N/A			

Cisco	Premier (15)	Gold (10)	N/A		
NetApp	Support Services Certified Partners (15)	N/A	N/A		
EMC	Platinum (Direct Market Reseller or Solution Provider) (15)	Gold (Direct Market Reseller or Solution Provider) (10)	Silver (Direct Market Reseller or Solution Provider) (5)		
Other (please specify)					
Other (please specify)					
Other (please specify)					

AQE7 Response Guidance

In order to ensure that you meet our specification in terms of being able to offer a range of goods from different vendors the Authority needs to understand what partnerships you are able to utilise to meet Contracting Bodies requirements under this agreement.

The Authority needs to know what level of partnership you have in order to determine which suppliers are able to offer the best quality of advice and best commercial terms for Contracting Bodies.

In the table above is the list of the main hardware brands that have a significant deployment across the public sector, based on sales via previous Frameworks.

If you have an existing partnership arrangements with these suppliers, you should provide details of such arrangements by filling the two right hand columns of the above table.

The table and scoring system reflects differences between partnership programmes. Where a lower partnership level merely reflects a smaller number of people with the same qualifications then these have been treated equally.

Where a higher partnership level reflects enhanced levels of knowledge (via numbers / type of staff certifications) but have you not yet attained this status due to reasons other than

evidenced knowledge (e.g. spend thresholds) then we will treat you as if you have the higher status. In these circumstances please indicate **YES** from the drop down box ensuring that you include the attachment for the relevant partnership status.

In such circumstances you will be required to provide evidence of the certifications that meet the requirements of the higher partner level for staff who will be involved in delivery of services to Contracting Bodies under future Call Off Contracts. Please attach copies of any relevant certificates as a separate attachment (loaded at the paperclip sign at question level) for each vendor clearly labelled with the question number and vendors name and level of certification it equates to, i.e. "AQE7 - Dell - Premier Partner Direct".

You are able to specify partnerships with up to three additional vendors in the event that your partner providers are not listed in the table above.

All partnerships, including additional ones, should be above registered partner level i.e they should involve a confirmation of knowledge/expertise in a product range through a qualified member of staff or similar.

All partnerships should be relevant to the scope of the lots you are bidding for under this Framework and applicable for the public sector within the EU.

The Authority will use the certificate number to validate your partnership level in the first instance. If the certificate number provided cannot be verified by the Authority then a copy of the certificate will be requested. Should it be found that your accreditations do not meet these requirements you will not be awarded points for those accreditations.

Marking Scheme	Evaluation Guidance			
100-0	<p>You will be evaluated on highest scoring 7 brand accreditations, even if you supply more.</p> <p>The scores will be given in line with the table below, the maximum possible score is 100.</p>			
	Vendor / Brand	Highest Partnership level	2nd tier Partnership level	Other Partner level
	HPE	Platinum Partner 15	Gold Partner 10	Silver Partner 5
	HP Inc	HP Platinum Partner 15	HP Gold Partner 15	HP Silver Partner 15
	Dell	Premier Partner Direct 15	Preferred Partner Direct 10	N/A

	Lenovo	Premier Partner 15	Gold Partner 15	N/A
	Microsoft	Authorised Device Reseller 15	N/A	N/A
	Apple	Systems Integrator 15	Authorised Reseller 15	N/A
	Fujitsu (Mobility Solutions, Advanced Client Solutions, Virtual Client Computing, Workstation, All-round Server, Advanced Server Solutions)	Select Expert 15	N/A	N/A
	Cisco	Premier 15	Gold 10	N/A
	NetApp	Support Services Certified Partners 15	N/A	N/A
	EMC	Platinum 15	Gold 10	Silver 5
	Other (please specify)	Above registered partner – 5		
	Other (please specify)	Above registered partner – 5		
	Other (please specify)	Above registered partner – 5		

AQE8 Vendor Partnerships – (software)

In order to assess the quality of advice you are able to offer Contracting Bodies during future Call Off Contracts and assist them achieving the best value from those Call Off Contracts the Authority would like to know about the vendor accreditations your staff and organisation hold.

The Authority needs to know what level of partnership you have in order to determine which suppliers are able to offer the best quality of advice and best commercial terms for Contracting Bodies in future.

Where a higher partnership level reflects enhanced levels of knowledge (via numbers / type of staff certifications) but have you not yet attained this status due to reasons other than evidenced knowledge (e.g. spend thresholds) then the Authority will treat you as if you have the higher status.

In such circumstances you will be required to provide evidence of the certifications that meet the requirements of the higher partner level for staff who will be involved in delivery of services to Contracting Bodies under future Call Off Contracts. Please attach copies of any relevant certificates as a separate attachment (loaded at the paperclip sign at question level) for each vendor clearly labelled with the question number and vendors name and level of certification it equates to, i.e. "AQE8 - Citrix - Solutions Advisor – Platinum".

In all other circumstances the Authority will use the certificate number to validate your partnership level in the first instance. If the certificate number provided cannot be verified by the Authority then a copy of the certificate will be requested.

Please detail any partnerships you hold with the following;

Vendor / Brand	Highest Partnership level	2nd tier Partnership level	Other Partnership Level	Partnership reference number	Partnership End / Renewal Date
Microsoft (Volume Licensing)	Gold (20)	Silver (20)	N/A		
Microsoft (Software Asset management)	Gold (20)	Silver (10)	N/A		
Oracle	Diamond (20)	Platinum (10)	N/A		
Citrix	Solutions Advisor – Platinum (20)	Solutions Provider – Gold (10)	N/A		
VMware	Enterprise Partner (20)	Premier Solutions Partner	Professional Partner (5)		

		(20)			
IBM	Premier Business Partner (20)	Advanced Business Partner (10)	N/A		
Other (please specify)					
Other (please specify)					
Other (please specify)					

AQD5 Response Guidance

In order to ensure that you meet the Authorities specification in terms of being able to offer a range of goods from different vendors the Authority needs to understand what partnerships you are able to utilise to meet Contracting Bodies requirements under this agreement.

The Authority also needs to know what level of partnership you have in order to determine which suppliers are able to offer the best quality of advice and best commercial terms for Contracting Bodies.

In the table above is the list of the main software brands that have a significant deployment across the public sector, based on sales via previous frameworks.

If you have existing partnership arrangements with these suppliers, you should provide details of such arrangements by filling the two right hand columns of the above table.

The table and scoring system reflects differences between partnership programmes. Where a lower partnership level merely reflects a smaller number of people with the same qualifications then these have been treated equally.

Where a higher partnership level reflects enhanced levels of knowledge (via numbers / type of staff certifications) but have you not yet attained this status due to reasons other than evidenced knowledge (e.g. spend thresholds) then we will treat you as if you have the higher status. In these circumstances please indicate **YES** from the drop down box ensuring that you include the attachment for the relevant partnership status.

In such circumstances you will be required to provide evidence of the certifications that meet the requirements of the higher partner level for staff who will be involved in delivery of services to Contracting Bodies under future Call Off Contracts. Please attach copies of any relevant certificates as a separate attachment (loaded at the paperclip sign at question level) for each vendor clearly labelled with the question number and vendors name and level of certification it equates to, i.e. "AQE8 - Citrix - Solutions Advisor – Platinum".

You are able to specify partnerships with up to three additional vendors in the event that your partner providers are not listed in the table above.

All partnerships, including additional ones, should be above registered partner level i.e they should involve a confirmation of knowledge/expertise in a product range through a qualified member of staff or similar.

All partnerships should be relevant to the scope of the Lots you are bidding for under this Framework and applicable for the public sector within the EU.

The Authority will use the certificate number to validate your partnership level in the first instance. If the certificate number provided cannot be verified by the Authority then a copy of the certificate will be requested. Should it be found that accreditations do not meet these requirements you will not be awarded points for those accreditations.

Marking Scheme	Evaluation Guidance			
100-0	<p>You will be evaluated on highest scoring 5 brand accreditations, even if you supply more.</p> <p>The scores will be given in line with the table below, the maximum possible score is 100</p>			
	Vendor / Brand	Highest Partnership level	2nd tier Partnership level	Other Partnership Level
	Microsoft (Volume Licensing)	Gold 20	Silver 20	N/A
	Microsoft (Software Asset management)	Gold 20	Silver 10	N/A
	Oracle	Diamond 20	Platinum 10	N/A
	Citrix	Solutions Advisor – Platinum 20	Solutions Provider – Gold 10	N/A
	VMware	Enterprise Partner 20	Premier Solutions Partner 20	Professional Partner 5
	IBM	Premier Business Partner 20	Advanced Business Partner 10	N/A

	Other (please specify)	Above registered partner - 5
	Other (please specify)	Above registered partner - 5
	Other (please specify)	Above registered partner - 5

SECTION F - LOT 5 - VOLUME HARDWARE REQUIREMENTS (DIRECT FROM OEM)

AQF1 Custom Product – Imaging

Services that can be incorporated into the manufacturing/assembly process may be required by Contracting Bodies using Lot 5.

This question seeks to identify your role in providing custom imaging.

AQF1 Response Guidance

Describe your processes for smooth incorporation and management of a Contracting Body's image on pre-owned or separately procured devices at the manufacturing/assembly stage.

Your response must:

- i. Describe your process for acquiring the Contracting Body's image.
- ii. Describe the method used by you or your Sub-Contractors to deliver the Contracting Body's image to the assembler. Please confirm the names of Sub-Contractors used for this task, if not carried out by your organisation direct.
- iii. Describe your processes for testing the successful rollout of the Contracting Body's image on the pre-owned or separately procured devices.

Maximum character count – 12,288 characters including spaces and punctuation - that is 4096 characters for each component part. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

A separate, numbered space is provided on the e-Sourcing Suite for response to each component part.

Responses must clearly cover at each component part (i - iii) how the specific Services as described in paragraph 2.7.1 (c) of Schedule 2 (Attachment 4 Framework Agreement) - Goods and/or Related Services and Key Performance Indicators will be delivered by you.

Potential Providers should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.

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

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

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response has fully satisfied the requirement expressed in the question and response guidance. Satisfactorily addressing all three components of the response guidance, demonstrating their ability to meet the requirement. The response in all three component parts (i-iii) describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
60	The Potential Provider's response has only satisfied two of the component parts (i-iii) expressed in the question and response guidance, demonstrating their ability to meet most of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. One of the component parts is not fully satisfied.
30	The Potential Provider's response has only satisfied one of the component parts (i-iii) expressed in the question and response guidance, demonstrating their ability to meet part of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Two of the component parts are not fully satisfied.
0	The Potential Provider's response has not satisfied any of the component parts (i-iii) expressed in the question and response guidance. The response has not described their ability in an unambiguous manner or with sufficient detail to enable objective evaluation of any of the component parts. OR A response has not been provided

AQF2 Product Roadmaps

The Authority wants to understand how your product roadmaps show you are prepared to meet and respond to future technological, legislative or market changes.

Suppliers will be expected to continue to develop the operational functionality of their products to comply with revisions and new versions of relevant industry standards and protocols, to meet new and revised statutory requirements and to maintain market relevance by responding to technological advancement.

AQF2 Response Guidance

Describe your processes for developing your product roadmaps.

Your response must:

- i. Describe your process for monitoring the market and planning for both technological and economic change and how this is incorporated into your product roadmaps.

- ii. Describe the method used by you to monitor international standards and protocols relevant to your products and incorporating any changes into your product roadmaps.
- iii. Describe how you manage end of life and extended support options for standard products.

Maximum character count – 12,288 characters including spaces and punctuation - that is 4096 characters for each component part. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

A separate, numbered space is provided on the e-Sourcing Suite for response to each component part.

Responses must clearly cover at each component part (i - iii) how the specific Services as described in paragraph 2.7.1 (c) of Schedule 2 (Attachment 4 Framework Agreement) - Goods and/or Related Services and Key Performance Indicators will be delivered by you.

Potential Providers should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.

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

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

A response that shows no or ineffective processes in relation to any the above five points will be deemed to have not met the requirement and points will awarded for that part of the question. Full scoring is below.

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response has fully satisfied the requirement expressed in the question and response guidance. Satisfactorily addressing all three components of the response guidance, demonstrating their ability to meet the requirement. The response in all three component parts (i-iii) describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
60	The Potential Provider's response has only satisfied two of the component parts (i-iii) expressed in the question and response guidance, demonstrating their ability to meet most of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. One of the component parts is not fully satisfied.
30	The Potential Provider's response has only satisfied one of the component parts (i-iii) expressed in the question and response guidance, demonstrating their ability to meet part of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Two of the component parts are not fully satisfied.
0	The Potential Provider's response has not satisfied any of the component parts (i-iii) expressed in the question and response guidance. The response

	has not described their ability in an unambiguous manner or with sufficient detail to enable objective evaluation of any of the component parts.
	OR
	A response has not been provided

AQF3 Conflict Minerals

The UK Government strongly encourages companies trading in natural resources to do so in a way which is socially, economically and environmentally responsible, including adhering to the OECD Guidelines for Multinational Enterprises and the UN Guiding Principles on Business and Human Rights.

The UK Government also strongly encourages companies whose supply chains involve any conflict minerals to implement the [OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas](http://www.oecd.org/daf/inv/mne/mining.htm) (<http://www.oecd.org/daf/inv/mne/mining.htm>). This guidance provides management recommendations for global responsible supply chains of minerals to help companies to respect human rights and avoid contributing to conflict through their mineral or metal purchasing decisions and practices. The guidance is for use by any company potentially sourcing minerals or metals from conflict-affected and high-risk areas.

You are required to demonstrate how you control the risks of conflict minerals within your supply chain.

AQF3 Response Guidance

In relation to the above please describe the process that your organisation undertakes to reduce the risks of conflict minerals within your supply chain.

Specifically you should address the following points;

- i. record keeping in relation to mineral sources.
- ii. risk assessments undertaken.
- iii. risk mitigation undertaken.
- iv. auditing of i), ii) and iii) undertaken.
- v. reporting that is available publically or to Contracting Bodies.

Further information on the OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas can be found at:

<http://www.oecd.org/fr/daf/inv/mne/mining.htm>

Maximum character count – 20,480 characters including spaces and punctuation - that is 4096 characters for each component part. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

A separate, numbered space is provided on the e-Sourcing Suite for response to each component part.

Responses must clearly cover at each component part (i - v) how the specific Services as described in paragraph 2.1.6 of Schedule 2 (Attachment 4 Framework Agreement) - Goods and/or Related Services and Key Performance Indicators will be delivered by you.

Potential Providers should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.

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

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

A response that shows no or ineffective processes in relation to any the above five points will be deemed to have not met the requirement and points will awarded for that part of the question. Full scoring is below.

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response has fully satisfied the requirement expressed in the question and response guidance. Satisfactorily addressing all components (i-v) of the response guidance, demonstrating their ability to meet the requirement. The response in all five component parts (i-v) describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
80	The Potential Provider's response has only satisfied four of the component parts (i-v) expressed in the question and response guidance, demonstrating their ability to meet most of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. One of the component parts is not fully satisfied.
60	The Potential Provider's response has only satisfied three of the component parts (i-v) expressed in the question and response guidance, demonstrating their ability to meet some of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Two of the component parts are not fully satisfied.
40	The Potential Provider's response has only satisfied two of the component parts (i-v) expressed in the question and response guidance, demonstrating their ability to meet some of the requirement. Where the component part is satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Three of the component parts are not fully satisfied.
20	The Potential Provider's response has only satisfied one of the component parts (i-v) expressed in the question and response guidance, demonstrating their ability to meet some of the requirement. Where the component part is satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Four of the component parts are not fully satisfied.
0	<p>The Potential Provider's response has not satisfied any of the component parts (i-v) expressed in the question and response guidance. The response has not described their ability in an unambiguous manner or with sufficient detail to enable objective evaluation of any of the component parts.</p> <p>OR</p> <p>A response has not been provided</p>

AQF4 Custom Product – End of Life

Contracting Bodies may require advice and guidance on avoidance of end of life issues where a custom build has been deployed, particularly for extended Call Off Contracts where end of life issues may impact on technology roll-outs or other issues.

The question seeks to identify how you ensure backwards compatibility and ongoing support for custom builds when components become end of life.

AQF4 Response Guidance

During a custom build product lifecycle, how will you ensure quality and fitness for purpose is maintained when components reach end of life?

Your response must:

- i. Describe your quality assurance processes in respect of testing.
- ii. Describe your quality assurance processes in respect of system performance checks.
- iii. Describe your quality assurance processes in respect of backwards and forwards Image file compatibility.
- iv. Describe your quality assurance processes in respect of spares availability.

Maximum character count – 16,384 characters including spaces and punctuation - that is 4096 characters for each component part. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

A separate, numbered space is provided on the e-Sourcing Suite for response to each component part.

Responses must clearly cover at each component part (i - iv) how the specific Services as described in paragraphs 2.7.1 (c) and 2.7.3 (b) of Schedule 2 (Attachment 4 Framework Agreement) - Goods and/or Related Services and Key Performance Indicators will be delivered by you.

Potential Providers should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.

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

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

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response has fully satisfied the requirement expressed in the question and response guidance. Satisfactorily addressing all four components (i-iv) of the response guidance, demonstrating their ability to meet the requirement. The response in all four component parts (i-iv) describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation.

75	The Potential Provider's response has only satisfied three of the component parts (i-iv) expressed in the question and response guidance, demonstrating their ability to meet most of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. One of the component parts is not fully satisfied.
50	The Potential Provider's response has only satisfied two of the component parts (i-iv) expressed in the question and response guidance, demonstrating their ability to meet some of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Two of the component parts are not fully satisfied.
25	The Potential Provider's response has only satisfied one of the component parts (i-iv) expressed in the question and response guidance, demonstrating their ability to meet some of the requirement. Where the component part is satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Three of the component parts are not fully satisfied.
0	<p>The Potential Provider's response has not satisfied any of the component parts (i-iv) expressed in the question and response guidance. The response has not described their ability in an unambiguous manner or with sufficient detail to enable objective evaluation of any of the component parts.</p> <p>OR</p> <p>A response has not been provided</p>

AQF5 Built to Order Products

Describe how you would accommodate built to order specifications that are outside of your normal production build.

AQF5 Response Guidance

Contracting Bodies may have requirements for custom builds to meet specific needs, subject to sufficient volumes being procured.

You response must;

- i. Describe how you will engage with a Contracting Body to meet their requirement by challenging and understanding the Contracting Body's requirement, clearly making information available to the Contracting Body where there are any additional costs for non-standard products and highlighting any opportunities for cost reduction.
- ii. Describe how you will engage with a Contracting Body to meet their requirement by validating the viability and feasibility of a custom build, including alternatives.
- iii. Describe how you will engage with a Contracting Body to meet their requirement by determining and communicating relevant lead times.
- iv. Describe how you will engage with a Contracting Body to meet their requirement by clarifying with the Contracting Body the intellectual property rights position.

Maximum character count – 16,384 characters including spaces and punctuation - that is 4096 characters for each component part. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

A separate, numbered space is provided on the e-Sourcing Suite for response to each component part.

Responses must clearly cover at each component part (i - iv) how the specific Services as described in paragraph 2.7.2 (c) of Schedule 2 (Attachment 4 Framework Agreement) - Goods and/or Related Services and Key Performance Indicators will be delivered by you.

Potential Providers should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.

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

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

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response has fully satisfied the requirement expressed in the question and response guidance. Satisfactorily addressing all four components (i-iv) of the response guidance, demonstrating their ability to meet the requirement. The response in all four component parts (i-iv) describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
75	The Potential Provider's response has only satisfied three of the component parts (i-iv) expressed in the question and response guidance, demonstrating their ability to meet most of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. One of the component parts is not fully satisfied.
50	The Potential Provider's response has only satisfied two of the component parts (i-iv) expressed in the question and response guidance, demonstrating their ability to meet some of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Two of the component parts are not fully satisfied.
25	The Potential Provider's response has only satisfied one of the component parts (i-iv) expressed in the question and response guidance, demonstrating their ability to meet some of the requirement. Where the component part is satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Three of the component parts are not fully satisfied.
0	The Potential Provider's response has not satisfied any of the component parts (i-iv) expressed in the question and response guidance. The response has not described their ability in an

	unambiguous manner or with sufficient detail to enable objective evaluation of any of the component parts.
	OR
	A response has not been provided

AQF6 DELIVERY ARRANGEMENTS

To ensure smooth communication with Contracting Bodies during further competitions and avoid confusion where possible, the Authority seeks to understand how the delivery of Goods, including timescales and use of delivery partners will be communicated to Contracting Bodies

AQF6 Response Guidance

Describe how you will manage delivery of the procured Goods to Contracting Bodies.

Your response must;

- i. Describe your criteria used for allocation of delivery partners to Contracting Bodies, following contract award.
- ii. Describe how delivery details will be agreed with Contracting Bodies, including date, time, location/s for delivery, off-loading arrangements for the delivered hardware, as well as who will be undertaking the delivery.
- iii. Describe how your delivery point of contact will be communicated to the Contracting Body.
- iv. Detail your escalation point of contact.

Maximum character count – 16,384 characters including spaces and punctuation - that is 4096 characters for each component part. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

A separate, numbered space is provided on the e-Sourcing Suite for response to each component part.

Responses must clearly cover at each component part (i - iv) how the specific Services as described in paragraphs 2.7.2 (d) 2.7.2 (e) and 2.7.2 (f) of Schedule 2 (Attachment 4 Framework Agreement) - Goods and/or Related Services and Key Performance Indicators will be delivered by you.

Potential Providers should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.

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

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

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response has fully satisfied the requirement expressed in the question and response guidance. Satisfactorily addressing all four components (i-iv) of the response guidance, demonstrating their ability to meet the requirement. The response in all four component parts (i-iv) describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
75	The Potential Provider's response has only satisfied three of the component parts (i-iv) expressed in the question and response guidance, demonstrating their ability to meet most of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. One of the component parts is not fully satisfied.
50	The Potential Provider's response has only satisfied two of the component parts (i-iv) expressed in the question and response guidance, demonstrating their ability to meet some of the requirement. Where the component parts are satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Two of the component parts are not fully satisfied.
25	The Potential Provider's response has only satisfied one of the component parts (i-iv) expressed in the question and response guidance, demonstrating their ability to meet some of the requirement. Where the component part is satisfied the response describes their ability in an unambiguous manner and with sufficient detail to enable objective evaluation. Three of the component parts are not fully satisfied.
0	<p>The Potential Provider's response has not satisfied any of the component parts (i-iv) expressed in the question and response guidance. The response has not described their ability in an unambiguous manner or with sufficient detail to enable objective evaluation of any of the component parts.</p> <p>OR</p> <p>A response has not been provided</p>

SECTION G – LOT 6 CATALOGUE

<p>AQG1 Providing Content for the Catalogue</p> <p>Please confirm that all content for the catalogue will be uploaded and maintained in the catalogue by selecting YES in the eSourcing Suite.</p>
<p>AQG1 Response Guidance</p> <p>Please confirm that you undertake to upload and maintain your catalogue content in line with the following:</p> <ul style="list-style-type: none"> • All content provided will be within the scope of the Framework, as described in Schedule 2 of the Framework Agreement. • Content will be assigned an accurate Cnet code, where one exists. • If there is no Cnet code, an accurate UNSPSC and un-altered manufacturer part code will be assigned.

<ul style="list-style-type: none"> • All descriptions of the Goods offered will be accurate and enable Contracting Bodies to make objective decisions on whether to purchase them. • You are prepared to provide proof, if required, of any claims made about the Goods uploaded to the catalogue. • Honour pricing in the catalogue • CCS may devolve/duplicate content in other catalogue systems • The Authority may remove content that is deemed to not meet the requirements described above in line with Schedule 2 clause 2.8.2. (Attachment 4 Framework Agreement) 	
Marking Scheme	Evaluation Guidance
PASS	By selecting YES , you have confirmed that you will upload and maintain your catalogue as described in the above response guidance.
FAIL	By selecting NO , you have not confirmed that you will not upload and maintain your catalogue. By selecting this you have failed in your bid for Lot 6 Catalogue.

AQG2 Warranty Please confirm all Goods sold will include a product warranty by Selecting YES in the eSourcing Suite.	
AQG2 Response Guidance Please confirm all Goods sold will include a product warranty as described in 2.8.4 of Schedule 2 (Attachment 4 Framework Agreement). Details of warranty period are required to be provided in your catalogue descriptions.	
Marking Scheme	Evaluation Guidance
PASS	By selecting YES , you have confirmed that you will include a product warranty and provide a description in your catalogue.
FAIL	By selecting NO , you have not confirmed that you will not include a warranty. By selecting this you have failed in your bid for Lot 6 Catalogue.

AQG3 Payment Terms Please confirm that you are able and willing to accept the following payment options; <ol style="list-style-type: none"> I. Payment by credit/debit card II. Payment by invoice, within 30 days, upon accepted delivery of Goods. 	
AQG3 Response Guidance Please select YES or NO to confirm you are able to and will accept the following payment options as described in 2.8.3(a) of Schedule 2, Attachment 4, Framework Agreement. Payment by credit/debit card and payment by invoice, within 30 days, upon accepted delivery of Goods.	

Marking Scheme	Evaluation Guidance
PASS	By selecting YES , you have confirmed that you will accept the two payment options shown in the above response guidance.
FAIL	By selecting NO , you have not confirmed that you will accept the two payment options shown in the above response guidance. By selecting this you have failed in your bid for Lot 6 Catalogue.

AQG4 Delivery

Please confirm that the Goods offered will be available to Contracting Bodies throughout the UK and Northern Ireland and delivery options will be clearly represented within the catalogue?

AQG4 Response Guidance

Please select **YES** or **NO** to confirm the Goods offered will be available to Contracting Bodies throughout the UK and Northern Ireland and delivery options will be clearly represented within the catalogue as described in **2.8.2(a)** of Schedule 2, Attachment 4 Framework Agreement.

Marking Scheme	Evaluation Guidance
PASS	The Potential Provider has selected YES to confirm the Goods offered will be available to Contracting Bodies throughout the UK and Northern Ireland and delivery options will be clearly represented within the catalogue.
FAIL	The Potential Provider has selected NO and will not confirm the Goods offered will be available to Contracting Bodies throughout the UK and Northern Ireland and delivery options will be clearly represented within the catalogue. By selecting this you have failed in your bid for Lot 6 Catalogue.

AQG5 Returns

Please confirm that you can provide the Authority with a detailed returns process/policy in line with your obligations within the Call Off Contract.

AQG5 Response Guidance

Please select **YES** or **NO** to confirm that you will provide the Authority with a detailed returns process/policy in line with your obligations within the Call Off Contract at Attachment 5 and 2.8.4 of Schedule 2 Attachment 4 Framework Agreement and this will form part of your catalogue content.

Marking Scheme	Evaluation Guidance
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PASS	The Potential Provider has selected YES to confirm that you will provide the Authority with a detailed returns process/policy in line with your obligations within the Call Off Contract at Attachment 5 and this will form part of your catalogue content.
FAIL	The Potential Provider has selected NO to confirm that they will not provide the Authority with a detailed returns process/policy in line with your obligations within the Call Off Contract at Attachment 5 and this will form part of your catalogue content. By selecting this you have failed in your bid for Lot 6 Catalogue.

AQG6 Performance Reporting

Please confirm you are content for the results of customer satisfaction surveys to be made available to Contracting Bodies and utilised in the Call Off procedures.

AQG6 Response Guidance

The Authority and Contracting Bodies shall be entitled, but not obliged, to use the results of any contracting body satisfaction survey as detailed in Part B Key Performance Indicators - 1.3 of Schedule 2 Attachment 4 Framework Agreement, as part of their award decision for Call Off Contracts

Marking Scheme	Evaluation Guidance
YES	The Potential Provider has selected YES to confirm that you are content for the results of customer satisfaction surveys to be made available to Contracting Bodies and utilised in the Call Off procedures.
NO	The Potential Provider has selected NO that you are not content for the results of customer satisfaction surveys to be made available to Contracting Bodies and utilized in the Call Off procedures. By selecting this you have failed in your bid for Lot 6 Catalogue.

AQG7 Customer support

Please confirm that you will provide and maintain contact details in relation to any Call Off Contracts or potential Call Off Contracts and that you will respond to any queries within a timely manner?

AQG7 Response Guidance

Please select **YES** or **NO** to confirm that you will provide at all times, as detailed in in 2.8.3 of Schedule 2 Attachment 4 Framework Agreement including a named individual, a telephone number, email address and postal address for Contracting Bodies to contact you in relation to any Call Off Contracts or potential Call Off Contracts and that you will respond to any queries within a timely manner.

Marking Scheme	Evaluation Guidance
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YES	The Potential Provider has selected YES to confirm that you will provide and maintain contact details in relation to any Call Off Contracts or potential Call Off Contracts and that you will respond to any queries within a timely manner as detailed in the response guidance above.
NO	The Potential Provider has selected NO to confirm that you will not provide and maintain contact details in relation to any Call Off Contracts or potential Call Off Contracts and that you will respond to any queries within a timely as detailed in the response guidance above. By selecting this you have failed in your bid for Lot 6 Catalogue.

SECTION H– PRICING

AQH1 Price Pledge

Please select **YES** or **NO** to indicate whether you agree to provide pricing through this Framework which, on comparable terms with your other commercial arrangements, is at least equal to the lowest available price from you to the public sector.

YES	Your organisation will provide, without caveats or limitations, pricing through this Framework which, on comparable terms with your other commercial arrangements, is at least equal to the lowest available price from you to the public sector.
NO	Your organisation will not provide pricing through this Framework, without caveats or limitations, which on comparable terms with your other commercial arrangements, is at least equal to the lowest available price from you to the public sector, without caveats or limitations.

AQH1 Response Guidance

This is a PASS/FAIL question. If you fail to select option YES without caveats or limitations, you will be unable to continue in the Procurement.

Confirmation should be made by selecting the applicable response from the drop down response box.

You must indicate whether your organisation will provide pricing through this Framework which, on comparable terms with your other commercial arrangements, is at least equal to the lowest available price to the public sector.

Please select option **YES** or **NO** from the drop down list.

If you indicate that your organisation will not provide through this Framework which, on comparable terms with your other commercial arrangements, is at least equal to the lowest available price to the public sector then you will fail this question and be excluded from this procurement.

The Authority will undertake both continuous and periodic benchmarking, if the prices offered for your Goods are found to not represent good value or to not be in line with your obligations described above, The Authority reserves the right to remove those Goods from the catalogue or suspend your offerings from the Framework Agreement in their entirety until the prices have been amended to comply with the clause in the Framework Agreement.

Marking Scheme	Evaluation Guidance
PASS	The Potential Provider has selected YES to confirm that they agree to provide pricing through the Framework Agreement which, on comparable terms with their other commercial arrangements, is at least equal to the lowest available price from you to the public sector.
FAIL	The Potential Provider has selected NO to confirm that they do not agree to provide pricing through the Framework Agreement which, on comparable terms with their other commercial arrangements is at least equal to the lowest available price from you to the public sector. OR

	A response has not been provided.
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AQH2 Acceptance of contractual Margins (not applicable to Lot 6).

The maximum percentage Margins that you can apply under the Framework Agreement for Hardware lines is 3.5% (Lot 1, 3 & 4); and for Software lines is 2.5% (Lot 2, 3 & 4); and Hardware under Lot 5 is 16%.

Please select **YES** or **NO** to indicate whether you agree to accept these contractual Margins through this Framework Agreement Schedule 3 Annex 2?

AQH2 Response Guidance

Confirmation should be made by selecting the applicable response from the drop down response box.

Please select option **YES** or **NO** from the drop down list.

This is a PASS/FAIL question. If you indicate that your organisation will not agree to accept the contractual maximum Margins of 3.5% for Hardware lines or 16% for Lot 5 only and 2.5% for Software lines (with the exception of Lot 6) then you will fail this question and be excluded from the Procurement.

The Authority will undertake both continuous and periodic benchmarking, if the prices offered for your Goods are found not be in line with your obligations described above, the Authority reserve the right to remove those Goods from the catalogue or suspend your offerings from the Framework Agreement in their entirety until the prices have been amended to comply with the clause in the Framework Agreement.

Marking Scheme	Evaluation Guidance
PASS	The Potential Provider has selected YES to confirm that they agree to apply a maximum percentage Margins that you can apply under the Framework Agreement. Specifically for Hardware lines the maximum limit is at 3.5% <u>or 16% for Lot 5 only.</u> Margin and for Software lines the maximum limit is at is 2.5% Margin.
FAIL	The Potential Provider has selected NO to confirm that they do not agree to apply a maximum percentage Margins that you can apply under the Framework Agreement. OR A response has not been provided.

AQH3 Delivery Charges (LOT 6 ONLY)

Please select **YES** or **NO** to confirm whether all Contracting Bodies will be charged for delivery in line only with the delivery costs you will incur delivering to that Contracting Body and that no additional mark-up or Margin will be applied to the delivery charges.

AQH3 Response Guidance

Confirmation should be made by selecting the applicable response from the drop down response box.

Please select option **YES** or **NO** from the drop down list.

This is a PASS/FAIL question. If you indicate that your organisation will charge any additional delivery mark-up or Margin to Contracting Bodies you will fail this question and be excluded from this procurement for Lot 6 only.

Marking Scheme	Evaluation Guidance
PASS	The Potential Provider has selected YES to confirm that all delivery charges will be provided at cost.
FAIL	The Potential Provider has selected NO to confirm that not all delivery charges will be provided at cost. OR A response had not been provided.

AQH4 Price Breaks (volume discounts)(LOT 6 ONLY)

Please select **YES** or **NO** to confirm that, where applicable, price breaks will be clearly identified in your catalogue information. This will enable Contracting Bodies to identify best value products when ordering multiple items to fulfil their requirements.

AQH4 Response Guidance

Confirmation should be made by selecting the applicable response from the drop down response box.

Please select option **YES** or **NO** from the drop down list.

This is a PASS/FAIL question. If you indicate that your organisation will not, where applicable, clearly identify price breaks in your catalogue information you will fail this question and be excluded from this Procurement for Lot 6 only.

Marking Scheme	Evaluation Guidance
PASS	The Potential Provider has selected YES to confirm where applicable, price breaks will be clearly identified in the catalogue information.
FAIL	The Potential Provider has selected NO to confirm that where applicable, price breaks will not be clearly identified in the catalogue information. OR A response had not been provided.

AQH5 Day Rates for the Pricing Matrix. (Note: not applicable to Lots 3 & 6).

Within the eSourcing Suite for this question you **must** complete prices for **all** rates shown in the Pricing Matrix (an example is included below for ease of reference).

AQH5 Response Guidance

If you revise a bid or create multiple bids within the eSourcing suite the Authority will take the latest version as shown by the date and time stamp in the eSourcing suite as the pricing that you have tendered.

Although this question is scored it is also a PASS/FAIL question. If you fail to complete prices for all rates shown in the table (below the marking scheme for this question) your response will be deemed non-compliant and you will fail this question and be excluded from this procurement.

Assuming you complete prices for all rates shown in the table, you will be scored in comparison against all other compliant tenders using the formula below. This will be based on the Total Combined Price that is generated by your completion of the Pricing Matrix for Day Rates. This scoring will be applied to the Price score for all Lots with the exception of Lots 3 & Lot 6.

You must enter a price above zero and the Authority will as stated in Attachment 1 paragraph 11.8.3, also review any prices that appear to be abnormally low. These prices will be fixed for the Initial Framework Period.

The calculation to be used is the following:

$$\text{Score} = \frac{\text{Potential Providers Total Combined Price} - \text{Lowest Total Combined Price of all the Potential Providers.}}{\text{Highest Total Combined Price of all the Potential Providers} - \text{Lowest Total Combined Price of all the Potential Providers.}} \times 100 = \% \text{ of maximum mark of 100, rounded to 2 (Two) decimal places.}$$

The Day Rate Prices will be included in Schedule 3 of the Framework Agreement. These prices will be fixed for the Initial Framework Period.

Marking Scheme	Evaluation Guidance
PASS	You have entered a price in all sections of the Pricing Matrix for Day Rates.
FAIL	You have not entered a price in all sections of the Pricing Matrix for Day Rates. OR A response has not been provided.

AND

If you **PASS** in accordance with marking scheme at this AQH5 then your prices provided will be evaluated in accordance with the scoring range below.

100 - 0

If your Total Combined Price is the least expensive compared to other bids then you will score 100. If your Total Combined Price is the most expensive (highest) compared to other bids then you will score 0. If your bid is somewhere in between the lowest and the highest bids then you will be awarded a pro-rata score depending upon your Total Combined Price.

Day Rates table:

		1. Follow	2. Assist	3. Apply	4. Enable	5. Ensure, advise	Combined Price
Strategy and Architecture	A1 Advice and Guidance				£	£	£
	A2 Technical Strategy and Planning		£	£	£	£	£
Change and Transformation	B1 Business Change Implementation		£	£	£	£	£
	B2 Business Change Management		£	£	£	£	£
Development and Implementation	C1 Systems Development	£	£	£	£	£	£
	C2 Installation and Integration	£	£	£	£	£	£
Delivery and Operation	D1 Service Design		£	£	£	£	£
	D2 Service Transition		£	£	£	£	£
	D3 Service Operation	£	£	£	£	£	£
Skills and Quality	E1 Skill Management		£	£	£	£	£

Total Combined Price of the Pricing Matrix for Day Rates:

£