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| CCS_2935_SML_AW  **AWARD QUESTIONNAIRE RESPONSE GUIDANCE, EVALUATION AND MARKING SCHEME**  **DIGITAL CAPABILITY FOR HEALTH**  **REFERENCE NUMBER**  **RM 6221**  **ATTACHMENT 2c** |

**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 bidder.
  2. The defined terms used in the Joint Schedule 1 - Definitions shall apply to this document.

1. **OVERVIEW**
   1. The award questionnaire is broken down into the following sections:

SECTION A – MANDATORY QUESTIONS

SECTION B – FRAMEWORK CONTRACT POPULATION

SECTION C –SERVICE SPECIFIC QUESTIONS

* 1. 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. Please ensure you fully read the question AND response guidance AND marking scheme before forming your response.
  3. 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:

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| **Section** | | **Question Type** | **Marking Scheme** | **Question Weighting** |
| **SECTION A – MANDATORY QUESTIONS** | | | |  |
| AQA1 | Mobilising Capability and Capacity rapidly and effectively | Text Box | 100/75/50/25/0 | 20% |
| AQA2 | Creating and Maintaining Strategic Relationships | Text Box | 100/75/50/25/0 | 10% |
| AQA3 | Meeting Health and Social Care Setting Needs | Text Box | 100/75/50/25/0 | 20% |
| AQA4 | Capability & Capacity Matrix | Attachment | Pass/Fail | N/A |
| **SECTION B – FRAMEWORK CONTRACT POPULATION** | | | |  |
| AQB1 | Framework Population - Information Required | Text Box | Not Evaluated | |
| AQB2 | Framework Population – Supplier Authorised Representative | Text Box |
| AQB3 | Framework Population – Supplier Compliance Officer | Text Box |
| AQB4 | Framework Population – Supplier Data Protection Officer | Text Box |
| AQB5 | Framework Population – Marketing Contact | Text Box |
| AQB6 | Framework Population - Joint Schedule 4 - Commercially Sensitive Information | Text Box |
| AQB7 | Framework Population - Contracts Finder Information | Text Box |
| **SECTION C – SERVICE SPECIFIC QUESTIONS** | | | |  |
| AQC1 | Service 1 Knowledge of a DevOps environment | Text Box | 100/75/50/25/0 | 15% |
| AQC2 | Services 2-4 Extended discovery processes through to live lifecycle | Text Box | 100/75/50/25/0 | 15% |
| AQC3 | Service 5 Data management services | Text Box | 100/75/50/25/0 | 15% |
| AQC4 | Corporate Social Responsibility | Text Box | 100/75/50/25/0 | 5% |

**SECTION A – MANDATORY QUESTIONS**

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| **AQA1 Mobilising Capability and Capacity rapidly and effectively**  With reference to the Specification Framework Schedule 1, please clearly demonstrate how you will ensure that you are able to mobilise and/or repurpose capability and capacity rapidly and effectively to commence, continue and stop work on a particular Contract. | |
| **AQA1 Response Guidance**  Buyers expect to be able to call upon the services of Suppliers to start work on a project at any time during the Framework Contract Period and may require Suppliers to start work at short notice.  As a minimum your response must clearly demonstrate:   1. Your ability to ensure that sufficient personnel, with the required levels of expertise, experience and seniority, will always be available to provide Services at short notice. 2. How you continuously incentivise and develop through effective recruitment, training and retention policies and what you will do to upskill to meet specific technical requirements highlighting the investments you make in this area. 3. How your response to the permanent capability and capacity matrix in Attachment 2d for AQA4, fits with the requested services and supplements those you can offer directly. 4. Your process for mobilising your internal resources and / or your existing supply chain resources and ensuring the cascading of the Call-off Terms and Conditions. 5. How you will bring in other niche suppliers/subject matter experts where the need arises and provide a clear rationale on what fits into this category. 6. The arrangements you have to provide access to lower cost country offshore resource with reference to any optional rate cards provided with Attachment 3 Pricing Matrix and referencing the requirements in Framework Schedule 1 Specification.   Maximum character count for the response – 6000 characters including spaces and punctuation (within the eSourcing tool please submit your response in the three 2000 character texts boxes available for this question). Please note this character count cannot be exceeded within the eSourcing tool. Responses must include spaces between words.  Bidders must refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.  You may include 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 and you address each of the component parts in this response guidance in the order they are listed above and **highlight which part (1 to 6) you are responding to** i.e. within the text boxes please prefix the response with reference to the component part you are responding to. | |
| **Marking Scheme** | **Evaluation Guidance** |
| 100 | The bidders response fully addresses all 6 of the component parts (1 to 6), of the response guidance above, demonstrating that the bidder can mobilise resources rapidly to commence work on a particular Contract and provides CCS with complete confidence that the bidder is capable of successful delivery. |
| 75 | The bidders response fully addresses 5 of the 6 component parts (1 to 6), of the response guidance above, demonstrating that the bidder can mobilise resources rapidly to commence work on a particular Contract and provides CCS with reasonable confidence that the bidder is capable of successful delivery. |
| 50 | The bidders response fully addresses 4 of the 6 component parts (1 to 6), of the response guidance above, demonstrating that the bidder can mobilise resources rapidly to commence work on a particular Contract and provides CCS with some confidence that the bidder is capable of successful delivery. |
| 25 | The bidders response fully addresses 3 of the 6 component parts (1 to 6), of the response guidance above, demonstrating that the bidder can mobilise resources rapidly to commence work on a particular Contract and provides CCS with little confidence that the bidder is capable of successful delivery. |
| 0 | The bidders response fully addresses 2 of the 6 component parts (1 to 6), of the response guidance above, providing CCS with no confidence that the bidder is capable of successful delivery  OR  The bidders response fully addresses 1 of the 6 component parts (1 to 6), of the response guidance above, providing CCS with no confidence that the bidder is capable of successful delivery  OR  The bidders response has not fully addressed any of the 6 component parts (1 to 6) of the response guidance above, providing CCS with no confidence that the bidder is capable of successful delivery  OR  A response has not been provided for this question.  Please note that if you are awarded a score of zero for this question you will be deemed to have failed the procurement as a whole and we will reject your bid and you will be excluded from the competition. |

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| **AQA2** **Creating and Maintaining Strategic Relationships**  This framework has the intention of establishing effective and efficient relationships between Authority and Suppliers, Buyer and Suppliers and, to some extent, between Suppliers. Please explain in detail how you will contribute to achieving this aim. | |
| **AQA2 Response Guidance:**  As a minimum your response must clearly demonstrate:   1. What will be the initial process you will follow to first establish an effective strategic relationships with all stakeholders, making clear any investments that you will make. 2. What ongoing Customer Relationship Management (CRM) mechanisms you will put in place to ensure ongoing maintenance of these relationships beyond specific call-off arrangements and how you will see this fitting with principles of Supplier Management. 3. What you believe are healthy mechanisms to deal with the inevitable conflict between competition and collaboration with other Suppliers. 4. How you will deliver Value for Money (VfM), within the context of this type of service, for your strategic Customer. 5. How you will address any tensions between your organisation and the Buyer which arise (typically around Value for Money (VfM) and/or performance). Please state how such tensions will be addressed and escalated within the context of both Call-Offs and overarching Framework relationships with both the Authority and Buyers. 6. What mechanisms you will put in place to deliver continuous improvement and innovation and how they work.   Maximum character count for the response – 6000 characters including spaces and punctuation (within the eSourcing tool please submit your response in the three 2000 character texts boxes available for this question). Please note this character count cannot be exceeded within the eSourcing tool. Responses must include spaces between words  Bidders must refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.  You may include 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 and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (1 to 6) you are responding to i.e. within the text boxes please prefix the response with reference to the component part you are responding to. | |
| **Marking Scheme** | **Evaluation Guidance** |
| 100 | The bidders response fully addresses all 6 of the component parts (1 to 6) of the response guidance above, for the delivery of Services, illustrating that the bidder has comprehensive understanding of the component parts which provides CCS with complete confidence that the bidder is capable of successful delivery. |
| 75 | The bidders response fully addresses 5 of the 6 component parts (1 to 6) of the response guidance above, for the delivery of Services, illustrating that the bidder has an understanding of the component parts which provides CCS with confidence that the bidder is capable of successful delivery. |
| 50 | The bidders response fully addresses 4 of the 6 component parts (1 to 6) of the response guidance above, for the delivery of Services, illustrating that the bidder has an element of understanding of the component parts which provides CCS with some confidence that the bidder is capable of successful delivery. |
| 25 | The bidders response fully addresses 3 of the 6 component parts (1 to 6) of the response guidance above, for the delivery of Services, illustrating that the bidder has a low understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery. |
| 0 | The bidders response fully addresses 2 of the 6 component parts (1 to 6), of the response guidance above, providing CCS with no confidence that the bidder is capable of successful delivery  OR  The bidders response fully addresses 1 of the 6 component parts (1 to 6), of the response guidance above, providing CCS with no confidence that the bidder is capable of successful delivery  OR  The bidders response has not fully addressed any of the 6 component parts (1 to 6) of the response guidance above, providing CCS with no confidence that the bidder is capable of successful delivery  OR  A response has not been provided for this question.  Please note that if you are awarded a score of zero for this question you will be deemed to have failed the procurement as a whole and we will reject your bid and you will be excluded from the competition. |

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| **AQA3 Meeting Health and Social Care Setting Needs**  Please demonstrate how you will manage topics closely related to the Health and Social Care Setting. | |
| **AQA3 Response Guidance**  The response must include consideration of Buyers stated aims and objectives.  As a minimum your response must clearly demonstrate:   1. Your processes for protecting and dealing with sensitive personal data. 2. Your processes for ensuring cyber security and dealing with security breaches. 3. How you will manage interoperability across multiple systems and across multiple settings e.g. the care pathway and your experience of working with interoperability standards e.g. Fast Healthcare Interoperability Resources (FHIR), Systematized Nomenclature of Medicine (SNOMED). 4. How you will engage with health and/or social care end users to ensure digital solutions meet the requirements of the NHS Service Standard <https://service-manual.nhs.uk/service-standard>. Please ensure to make reference to your health sector profile. 5. Potential digital improvements that could be made to one or more of these platforms Safe Programmable and Integrated Network Environment (SPINE), Primary Care Systems, Referral systems, prescription services, care management systems). Please ensure to make reference to your health sector profile. 6. And describe the main considerations and how you would scale to this level as a live solution where you have been presented with an alpha solution intended for mass scale consumer use via web/app technologies with appropriate user authentication and with reference to your credentials with regard to mass scale consumer facing web/app technologies and related user authentication.   Maximum character count for the response – 6000 characters including spaces and punctuation (within the eSourcing tool please submit your response in the three 2000 character texts boxes available for this question). Please note this character count cannot be exceeded within the eSourcing tool. Responses must include spaces between words  Bidders must refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.  You may include 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 and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (1 to 6) you are responding to i.e. within the text boxes please prefix the response with reference to the component part you are responding to. | |
| **Marking Scheme** | **Evaluation Guidance** |
| 100 | The bidders response fully addresses all 6 of the component parts (1 to 6) of the response guidance above, for the delivery of Services, illustrating that the bidder has comprehensive understanding of the component parts which provides CCS with complete confidence that the bidder is capable of successful delivery. |
| 75 | The bidders response fully addresses 5 of the 6 component parts (1 to 6) of the response guidance above, for the delivery of Services, illustrating that the bidder has an understanding of the component parts which provides CCS with confidence that the bidder is capable of successful delivery. |
| 50 | The bidders response fully addresses 4 of the 6 component parts (1 to 6) of the response guidance above, for the delivery of Services, illustrating that the bidder has an element of understanding of the component parts which provides CCS with some confidence that the bidder is capable of successful delivery. |
| 25 | The bidders response fully addresses 3 of the 6 component parts (1 to 6) of the response guidance above, for the delivery of Services, illustrating that the bidder has a low understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery. |
| 0 | The bidders response fully addresses 2 of the 6 component parts (1 to 6), of the response guidance above, providing CCS with no confidence that the bidder is capable of successful delivery  OR  The bidders response fully addresses 1 of the 6 component parts (1 to 6), of the response guidance above, providing CCS with no confidence that the bidder is capable of successful delivery  OR  The bidders response has not fully addressed any of the 6 component parts (1 to 6) of the response guidance above, providing CCS with no confidence that the bidder is capable of successful delivery  OR  A response has not been provided for this question.  Please note that if you are awarded a score of zero for this question you will be deemed to have failed the procurement as a whole and we will reject your bid and you will be excluded from the competition. |

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| **AQA4 Capability and Capacity Matrix**  Please attach your Attachment 2d Capability and Capacity Matrix to this question. | |
| **AQA4 Response Guidance**  As part of your offer you are required to complete the three tabs in Attachment 2d Capability and Capacity Matrix.  The three tabs that require completion are:   * Resource Profile * Technology Capabilities * Sector Experience   Suppliers on this Framework are a true “prime” and in order to provide a comprehensive service, primes are encouraged to have relationships with Sub-Contractors to supplement their offers where they see benefit.  Therefore, this information gathering requests clarify as to what is available by the prime Supplier and what is supplemented by any Sub-Contractors.  Whilst breadth of offering is obviously a benefit in terms of being awarded a place on the Framework, it is by no means essential. Suppliers will have the opportunity to supplement their offers with additional Sub-Contractors as part of any Call-Off competition (provided such Sub-Contractors comply with the requirements of the Call-Off Contract).  When completing the tabs, only include those Sub-Contractors who have specifically been included as part of your tender (do not include Sub-Contractors who may become involved in the future).  **Resource Profile**  The resource profile is aggregated to Role Family level and is designed to understand what skills are available from the Supplier and any named Sub-Contractors.  **0**: None  **1**: Less than 3  **2**: Between 3 and 6  **3**: Between 7 and 12  **4**: More than 12  **Technology Capabilities**  The Technology capabilities are at grouped level. Reference is made to Framework Schedule 1: Specification Annex 2 for typical software products.  **0**: No capability = No recognised skills  **1**: Peacemeal capability = The odd person has knowledge of this, but requires external SME support  **2**: Moderate capability = Reasonable experience, not at technology partner level, in a supporting role  **3**: Strong capability = Not part of the brand, but able to offer service with confidence (e.g. Silver partner)  **4**: Core capability = Externally recognised expertise, part of the brand (e.g. Gold/Platinum partner)  **Sector Experience**  The Technology capabilities are at grouped level. Reference is made to Framework Schedule 1: Specification Annex 2 for typical software products.  **0**: No experience = No experience  **1:** Indirect exposure = No direct work experience in this area, but have individuals with knowledge  **2:** Regular exposure = Not continuously work in this area / or with this system, but often do  **3:** Routine exposure = Continuously working in this area / or with this system  **4:** Core area of expertise = Recognised by the market as a go to organisation for knowledge and expertise  **Please be aware that all yellow drop down boxes are required to be completed even in circumstances where there are no prime or Sub-Contractors.** | |
| **Marking Scheme** | **Evaluation Guidance** |
| **PASS** | The Bidder has completed all yellow dropdown cells within Attachment 2d Capability and Capacity Matrix. |
| **FAIL** | The Bidder has **NOT** completed all yellow dropdown cells within Attachment 2d Capability and Capacity Matrix or has not attached Attachment 2d Capability and Capacity Matrix to AQA4.  Please note that if you receive a FAIL for this question you will be deemed to have failed the procurement as a whole and we will reject your bid and you will be excluded from the competition. |

**SECTION B – FRAMEWORK CONTRACT POPULATION**

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| **AQB1 FRAMEWORK POPULATION - INFORMATION REQUIRED**  Please provide the following information which will be required to populate your Framework Contract should you be successful in this procurement.   * Registered Company name * Registered Company address * Registered Company number * DUNS number |
| **AQB1 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 Framework Award Form. |

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| **AQB2 FRAMEWORK POPULATION – SUPPLIER AUTHORISED REPRESENTATIVE**  Please provide the following information which will be required to populate your Framework Contract should you be successful in this procurement.   * Name * Title * Email * Phone |
| **AQB2 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 Framework Award Form.  The contact name provided must be the name of the intended Supplier Authorised Representative for the Framework Contract, should you be successful. |

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| **AQB3 FRAMEWORK POPULATION – SUPPLIER COMPLIANCE OFFICER**  Please provide the following information which will be required to populate your Framework Contract should you be successful in this procurement.   * Name * Title * Email * Phone |
| **AQB3 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 Framework Award Form. |

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| **AQB4 FRAMEWORK POPULATION – SUPPLIER DATA PROTECTION OFFICER**  Please provide the following information which will be required to populate your Framework Contract should you be successful in this procurement.   * Name * Title * Email * Phone |
| **AQB4 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 Framework Award Form. |

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| **AQB5 FRAMEWORK POPULATION – MARKETING CONTACT**  Please provide the following information which will be required to populate your Framework Contract should you be successful in this procurement.   * Name * Title * Email * Phone |
| **AQB5 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 Framework Award Form. |

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| **AQB6 FRAMEWORK POPULATION – JOINT SCHEDULE 4 - COMMERCIALLY SENSITIVE INFORMATION**  Please provide the following information which will be required to populate your Framework Contract should you be successful in this procurement.   * Details of the commercially sensitive information * Duration of confidentiality |
| **AQB6 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 Joint Schedule 4 - Commercially Sensitive Information. |

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| **AQB7 FRAMEWORK POPULATION – CONTRACTS FINDER INFORMATION**  Guidance – this information will be published on Contracts Finder, if you are successful in this competition therefore **must be generic with no references to individual names and no contact details that are directly linked to an individual.**   * Email address * Internet (web) address * Fax number (enter N/A if not applicable) |
| **AQB7 Response Guidance**  This question will not be evaluated or scored but the information is required should you be successful in this procurement process to be published on Contracts Finder. |

**SECTION C – SERVICE SPECIFIC QUESTIONS**

**Please note: If a bidder scores a Fail for any area, as listed in the Evaluation Guide, the bidder’s tender will be unsuccessful for the particular Lot they are bidding for.**

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| **AQC1**  **Service 1 Knowledge of a DevOps environment**  Within the context of a mixed organisational environment (Buyer, end Customer, more than one Supplier), please describe (assuming you were leading), how you will organise and operate a DevOps service. | |
| **AQC1 Response Guidance**  As a minimum your response must clearly demonstrate;   1. How you will organise your team to manage ongoing running and maintenance within the context of a DevOps model (versus a more traditional service model). 2. How you will deal with a software bug identified by users and how you will deal with a sudden significant increase in users by a significant order of magnitude. Please describe how you will deal with both of these potential scenarios. 3. How you manage implementation of regular user group meetings with surface possible enhancements to the system. Please give your answer within the DevOps context. 4. What working practices you will put in place in order to have a successful rainbow team consisting of Buyer staff and staff from another supplier with a client side consultancy advising the Buyer. 5. How you demonstrate value added considerations to the customer. 6. How you will integrate enhancement back into the system you are running and what involvement you will have during development if you are commissioned by the Buyer to build a major enhancement to the system where you are a DevOps supplier.   Maximum character count for the response – 6000 characters including spaces and punctuation (within the eSourcing tool please submit your response in the three 2000 character texts boxes available for this question). Please note this character count cannot be exceeded within the eSourcing tool. Responses must include spaces between words  Bidders must refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.  You may include 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 and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (1 to 6) you are responding to i.e. within the text boxes please prefix the response with reference to the component part you are responding to. | |
| **Marking Scheme** | **Evaluation Guidance** |
| 100 | The bidders response fully addresses all 6 of the component parts (1 to 6) of the response guidance above, for the delivery of Services, illustrating that the bidder has comprehensive understanding of the component parts which provides CCS with complete confidence that the bidder is capable of successful delivery. |
| 75 | The bidders response fully addresses 5 of the 6 component parts (1 to 6) of the response guidance above, for the delivery of Services, illustrating that the bidder has an understanding of the component parts which provides CCS with confidence that the bidder is capable of successful delivery. |
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| **AQC2**  **Services 2-4 – Extended discovery processes through to live lifecycle.**  Within the context of a mixed organisational environment (Buyer, end Customer, more than one Supplier), please describe how you will organise the discovery through to live lifecycle (taking into account potential splits between Digital Definition and build based on the Service Standard. | |
| **AQC2 Response Guidance**  As a minimum your response must clearly demonstrate how your organisation will deliver:   1. The extended discovery process e.g. technical support for a build/buy decision. 2. Execution and integration of alpha’s (rapid prototypes, technical spikes) within the Digital Definition process. 3. The user focused input to the development process and ongoing usability of the developing product. 4. Incorporated testing into the build process (build to test, integration testing, pen testing). 5. A transition from the beta phase into live services (including retirement of legacy functionality). 6. Agile methodologies, the accountability and pricing models over the lifecycle within the context of this overall development process.   Maximum character count for the response – 6000 characters including spaces and punctuation (within the eSourcing tool please submit your response in the three 2000 character texts boxes available for this question). Please note this character count cannot be exceeded within the eSourcing tool. Responses must include spaces between words.  Bidders must refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.  You may include 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 and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (1 to 6) you are responding to i.e. within the text boxes please prefix the response with reference to the component part you are responding to. | |
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| **AQC3**  **Service 5: Data management services**  Please demonstrate how your organisation works within the context of the data management services. | |
| **AQC3 Response Guidance**  As a minimum your response must clearly demonstrate:   1. Your processes for analysing, and mapping datasets (metadata management). 2. How you will approach to move to near real time processing (versus batch) when you are presented with a number of legacy data sets. 3. How you will migrate legacy data and ensure consistency with legacy analytics and reporting (consideration given to longitudinal use of data) if a new data platform has been put in place. 4. How you will go about ensuring only the right people had access to data relevant to them assuming a mixed environment of internal and external users. 5. How you will ensure highly sensitive and personal identities are protected whilst linking disparate data sets (e.g. care pathways). 6. How you will start to embed Machine Learning and Artificial Intelligence technologies within a traditional data environment.   Maximum character count for the response – 6000 characters including spaces and punctuation (within the eSourcing tool please submit your response in the three 2000 character texts boxes available for this question). Please note this character count cannot be exceeded within the eSourcing tool. Responses must include spaces between words  Bidders must refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.  You may include 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 and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (1 to 6) you are responding to i.e. within the text boxes please prefix the response with reference to the component part you are responding to. | |
| **Marking Scheme** | **Evaluation Guidance** |
| 100 | The bidders response fully addresses all 6 of the component parts (1 to 6) of the response guidance above, for the delivery of Services, illustrating that the bidder has comprehensive understanding of the component parts which provides CCS with complete confidence that the bidder is capable of successful delivery. |
| 75 | The bidders response fully addresses 5 of the 6 component parts (1 to 6) of the response guidance above, for the delivery of Services, illustrating that the bidder has an understanding of the component parts which provides CCS with confidence that the bidder is capable of successful delivery. |
| 50 | The bidders response fully addresses 4 of the 6 component parts (1 to 6) of the response guidance above, for the delivery of Services, illustrating that the bidder has an element of understanding of the component parts which provides CCS with some confidence that the bidder is capable of successful delivery. |
| 25 | The bidders response fully addresses 3 of the 6 component parts (1 to 6) of the response guidance above, for the delivery of Services, illustrating that the bidder has a low understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery. |
| 0 | The bidders response fully addresses 2 of the 6 component parts (1 to 6), of the response guidance above, providing CCS with no confidence that the bidder is capable of successful delivery  OR  The bidders response fully addresses 1 of the 6 component parts (1 to 6), of the response guidance above, providing CCS with no confidence that the bidder is capable of successful delivery  OR  The bidders response has not fully addressed any of the 6 component parts (1 to 6) of the response guidance above, providing CCS with no confidence that the bidder is capable of successful delivery  OR  A response has not been provided for this question.  Please note that if you are awarded a score of zero for this question you will be deemed to have failed the procurement as a whole and we will reject your bid and you will be excluded from the competition. |

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| **AQC4**  **Corporate Social Responsibility**  Please describe how you will enact your Corporate Social Responsibility (CSR) credentials within a complex environment of ongoing IT development and operations in accordance with Joint Schedule 5 – Corporate Social Responsibility. | |
| **AQC4 Response Guidance**  As a minimum your response must clearly demonstrate:   1. What your organisation has in place to promote diversity in terms of developing staff and motivating teams. 2. How you will influence staff and the supply chain with respect to modern slavery risks relating to the contract. 3. Your proposed measures to identify and deliver opportunities to remove or reduce any negative environmental impacts of the contract and to deliver environmental benefits through the contract **and** how these will be implemented. 4. How you will deal with end-customers (i.e. GPs, Hospitals, Social Care organisations, different related government bodies) by taking into account the needs of those who might be digitally excluded and design inclusive and accessible services as per the Digital Inclusion Guide for Health and Social Care <https://digital.nhs.uk/about-nhs-digital/our-work/digital-inclusion> 5. The policies you have in place to ensure ethical behaviour. 6. What other policies, training and related practices have you put in place to ensure any staff (permanent or temporary) are aware of their contribution to these responsibilities.   Maximum character count for the response – 6000 characters including spaces and punctuation (within the eSourcing tool please submit your response in the three 2000 character texts boxes available for this question). Please note this character count cannot be exceeded within the eSourcing tool. Responses must include spaces between words  Bidders must refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.  You may include 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 and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (1 to 6) you are responding to i.e. within the text boxes please prefix the response with reference to the component part you are responding to. | |
| **Marking Scheme** | **Evaluation Guidance** |
| 100 | The bidders response fully addresses all 6 of the component parts (1 to 6) of the response guidance above, for the delivery of Services, illustrating that the bidder has comprehensive understanding of the component parts which provides CCS with complete confidence that the bidder is capable of successful delivery. |
| 75 | The bidders response fully addresses 5 of the 6 component parts (1 to 6) of the response guidance above, for the delivery of Services, illustrating that the bidder has an understanding of the component parts which provides CCS with confidence that the bidder is capable of successful delivery. |
| 50 | The bidders response fully addresses 4 of the 6 component parts (1 to 6) of the response guidance above, for the delivery of Services, illustrating that the bidder has an element of understanding of the component parts which provides CCS with some confidence that the bidder is capable of successful delivery. |
| 25 | The bidders response fully addresses 3 of the 6 component parts (1 to 6) of the response guidance above, for the delivery of Services, illustrating that the bidder has a low understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery. |
| 0 | The bidders response fully addresses 2 of the 6 component parts (1 to 6), of the response guidance above, providing CCS with no confidence that the bidder is capable of successful delivery  OR  The bidders response fully addresses 1 of the 6 component parts (1 to 6), of the response guidance above, providing CCS with no confidence that the bidder is capable of successful delivery  OR  The bidders response has not fully addressed any of the 6 component parts (1 to 6) of the response guidance above, providing CCS with no confidence that the bidder is capable of successful delivery  OR  A response has not been provided for this question.  Please note that if you are awarded a score of zero for this question you will be deemed to have failed the procurement as a whole and we will reject your bid and you will be excluded from the competition. |