



**Crown  
Commercial  
Service**

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

**SUPPLY OF WATER, WASTEWATER AND ANCILLARY SERVICES**

**REFERENCE NUMBER**

**RM3790**

**ATTACHMENT 3**

# AWARD QUESTIONNAIRE RESPONSE GUIDANCE, EVALUATION AND MARKING SCHEME

## 1 INTRODUCTION

- 1.1 This document provides an overview of the methodology which will be adopted by the Contracting Authorities 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.
- 1.2 The defined terms used in the Invitation To Tender document - Attachment 1 shall apply to this document.

## 2 OVERVIEW

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

SECTION A – GENERIC MANDATORY QUESTIONS – ALL LOTS

SECTION B – SPECIFIC QUESTIONS – ALL LOTS

SECTION C – LOT 1 AND LOT 3 ONLY QUESTIONS

SECTION D - LOT 2 AND LOT 3 ONLY QUESTIONS

- 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 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:

		Marking Scheme
<b>SECTION A – GENERIC MANDATORY QUESTIONS – ALL LOTS</b>		
<b>AQA1</b>	Scope of Services	PASS / FAIL
<b>AQA2</b>	Security	PASS / FAIL
<b>AQA3</b>	Provision of Management Information to the Authority	PASS / FAIL

		Marking Scheme	Weighting (%)		
<b>SECTION B – SPECIFIC QUESTIONS – ALL LOTS</b>			<b>Lot 1</b>	<b>Lot 2</b>	<b>Lot 3</b>
<b>AQB1</b>	Staff Competency	100/75/50/25/0	10	20	15
<b>AQB2</b>	Account Management	100/75/50/25/0	25	15	20
<b>AQB3</b>	Innovation	100/75/50/25/0	5	5	5

		Marking Scheme	Weighting (%)		
<b>SECTION C – LOT 1 AND LOT 3 ONLY QUESTIONS</b>			<b>Lot 1</b>	<b>Lot 2</b>	<b>Lot 3</b>
<b>AQC1</b>	Data Management and Billing	100/75/50/25/0	30	N/A	15
<b>AQC2</b>	Metering	100/75/50/25/0	25	N/A	12.5
<b>AQC3</b>	Switching Process	100/75/50/25/0	5	N/A	2.5

		Marking Scheme	Weighting (%)		
<b>SECTION D – LOT 2 AND LOT 3 ONLY QUESTIONS</b>			<b>Lot 1</b>	<b>Lot 2</b>	<b>Lot 3</b>
<b>AQD1</b>	Project Management Process	100/75/50/25/0	N/A	20	10
<b>AQD2</b>	Measurement and Verification	100/75/50/25/0	N/A	40	20

## SECTION A - GENERIC MANDATORY QUESTIONS – ALL LOTS

### AQA1 Scope of Services

Please indicate by selecting either option **YES** or **NO**, that in the event you are awarded a place on the Framework Agreement, whether you will or will not, unreservedly deliver in full, all the mandatory Goods and Services requirements, which are applicable to the Lot you are tendering for, as set out in Framework Schedule 2: Part A: Goods and Services (Attachment 5).

**YES** - You will, unreservedly deliver in full, all the mandatory requirements, which are applicable to the Lot you are tendering for, as set out in Framework Schedule 2: Part A: Goods and Services (Attachment 5).

**NO** - You will not, or cannot, deliver in full, all the mandatory requirements, which are applicable to the Lot you are tendering for, as set out in Framework Schedule 2: Part A: Goods and Services (Attachment 5).

### AQA1

**This is a PASS/FAIL question. If you cannot or are unwilling to select YES to this question, you will be disqualified from further participation in this Procurement.**

You are required to select either option **YES** or **NO** from the drop down list associated with this question.

Providing a **YES** response means the Potential Provider will, unreservedly deliver in full, all the mandatory Goods and Services requirements, which are applicable to the Lot you are tendering for, as set out in Framework Schedule 2: Part A: Goods and Services (Attachment 5).

If the Potential Provider selects **NO** (or does not answer the question) to indicate that they will not, or cannot, deliver in full, all the mandatory Goods and Services requirements, which are applicable to the Lot you are tendering for, as set out in Framework Schedule 2: Part A: Goods and Services (Attachment 5), then the Potential Provider will be disqualified from further participation in this Procurement.

Marking Scheme	Evaluation Guidance
<b>PASS</b>	You have selected option <b>YES</b> confirming that you will, unreservedly deliver in full, all the mandatory Goods and Services requirements, which are applicable to the Lot you are tendering for, as set out in Framework Schedule 2: Part A: Goods and Services (Attachment 5).
<b>FAIL</b>	You have selected <b>NO</b> confirming that you will not, or cannot, deliver in full, all the mandatory Goods and Services requirements, which are applicable to the Lot you are tendering for, as set out in Framework Schedule 2: Part A: Goods and Services (Attachment 5). OR The Potential Provider has not selected either <b>YES</b> or <b>NO</b> .

## AQA2 Security

Please indicate by selecting either option **YES** or **NO**, that in the event you are awarded a place on the Framework Agreement, whether you will or will not, unreservedly put in place at Call Off stage security clearance which meets the differing requirements of the Contracting Authorities, as set out in paragraph 4.2 of Framework Schedule 2: Part A: Goods and Services (Attachment 5).

**YES** - You will, unreservedly have in place security clearance which meets the differing requirements of the Contracting Authorities, as set out in paragraph 4.2 of Framework Schedule 2: Part A: Goods and Services (Attachment 5).

**NO** - You will not, or cannot, have in place security clearance which meets the differing requirements of the Contracting Authorities, as set out in paragraph 4.2 of Framework Schedule 2: Part A: Goods and Services (Attachment 5).

## AQA2 Response Guidance

**This is a PASS/FAIL question. If you cannot or are unwilling to select YES to this question, you will be disqualified from further participation in this Procurement.**

You are required to select either option **YES** or **NO** from the drop down list associated with this question.

Providing a **YES** response means the Potential Provider will, unreservedly have in place security clearance which meets the differing requirements of the Contracting Authorities, as set out in paragraph 4.2 of Framework Schedule 2: Part A: Goods and Services (Attachment 5).

If the Potential Provider selects **NO** (or does not answer the question) to indicate that they will not, or cannot, have in place security clearance which meets the differing requirements of the Contracting Authorities, as set out in paragraph 4.2 of Framework Schedule 2: Part A: Goods and Services (Attachment 5), then the Potential Provider will be disqualified from further participation in this Procurement.

Marking Scheme	Evaluation Guidance
<b>PASS</b>	You have selected option <b>YES</b> confirming that you will, unreservedly have in place security clearance which meets the differing requirements of the Contracting Authorities, as set out in paragraph 4.2 of Framework Schedule 2: Part A: Goods and Services (Attachment 5).
<b>FAIL</b>	You have selected <b>NO</b> confirming that you will not, or cannot, have in place security clearance which meets the differing requirements of the Contracting Authorities, as set out in paragraph 4.2 of Framework Schedule 2: Part A: Goods and Services (Attachment 5). OR The Potential Provider has not selected either <b>YES</b> or <b>NO</b> .

### AQA3 Provision of Management Information to the Authority

Please indicate by selecting either option **YES** or **NO**, that in the event you are awarded a place on the Framework Agreement, whether you will or will not, have the systems in place that will deliver the Management Information (MI) requirements as set out in Framework Schedule 9 and in Framework Schedule 2 Part B Key Performance Indicators when the Framework Agreement goes live?

**YES** - You will, have the systems in place that will deliver MI requirements as set out in Framework Schedule 9 and in Framework Schedule 2 Part B Key Performance Indicators of the Framework Agreement when the Framework Agreement goes live.

**NO** - You will not, or cannot, have the systems in place that will deliver MI requirements as set out in Framework Schedule 9 and in Framework Schedule 2 Part B Key Performance Indicators of the Framework Agreement when the Framework Agreement goes live.

### AQA3 Response Guidance

**This is a PASS/FAIL question. If you cannot or are unwilling to select YES to this question, you will be disqualified from further participation in this Procurement.**

You are required to select either option **YES** or **NO** from the drop down list associated with this question.

Providing a **YES** response means the Potential Provider will, unreservedly have the systems in place to be able to deliver the MI requirements when the Framework Agreement goes live.

If the Potential Provider selects **NO** (or does not answer the question) to indicate that they will not, or cannot, have the systems in place that will deliver the MI requirements when the Framework Agreement goes live.

Marking Scheme	Evaluation Guidance
<b>PASS</b>	You have selected option <b>YES</b> confirming that you will, have the systems in place that will deliver MI requirements as set out in Framework Schedule 9 and in Framework Schedule 2 Part B Key Performance Indicators of the Framework Agreement when the Framework Agreement goes live.
<b>FAIL</b>	You have selected <b>NO</b> confirming that you will not, or cannot, have the systems in place that will deliver MI requirements as set out in Framework Schedule 9 and in Framework Schedule 2 Part B Key Performance Indicators of the Framework Agreement when the Framework Agreement goes live.  OR The Potential Provider has not selected either <b>YES</b> or <b>NO</b> .

## SECTION B – SPECIFIC QUESTIONS – ALL LOTS

### AQB1 Staff Competency

#### **REQUIREMENT:**

The Authority requires the Potential Provider to demonstrate how they will ensure their staff have the knowledge, skills and experience of i) the services and quality standards delivered by their own organisation ii) the water industry iii) environmental standards and regulation.

#### **QUESTION:**

Please demonstrate how you will ensure your staff have the knowledge, skills and experience of the water industry and associated service of i) the services and quality standards delivered by their own organisation ii) the water industry iii) environmental standards and regulation including the training and awareness programmes and compliance and monitoring methods you will have in place.

**Maximum character count – 8192 characters including spaces and punctuation.**

#### **AQB1 Response Guidance**

**All Potential Providers must answer this question.**

**You must insert your response into the text fields in the e-Sourcing Suite.**

In order to satisfy the requirement and the question associated with the requirement, your response must:

- a) demonstrate how you will ensure that account management teams, and front line/operational and technical staff have the relevant knowledge and experience;
- b) demonstrate the training and awareness programmes you will have in place to ensure all staff are kept up to date with industry developments and updates/new legislation; and
- c) demonstrate the compliance and monitoring methods you will deploy, including any internal/external auditing processes.

Your response should be limited to, and focus on each of the component parts of the question posed (a to c). You should refrain from making generalised statements and providing information not relevant to the topic.

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 (a to c) you are responding to.

**Maximum character count – 8192 characters including spaces and punctuation. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.**

Marking Scheme	Evaluation Criteria
100	The response is relevant to the question. Full evidence has been provided.

	The response provides a high level of confidence that the methods adopted evidences the requirement for staff competency to be continuously updated.
<b>75</b>	The response is relevant to the question. Substantial evidence has been provided. The response provides a good level of confidence that the methods adopted evidences the requirement for staff competency to be continuously updated.
<b>50</b>	The response is relevant to the question. Satisfactory evidence has been provided. The response provides an adequate level of confidence that the methods adopted evidences the requirement for staff competency to be continuously updated.
<b>25</b>	The response is relevant to the question. Partial evidence has been provided. The response provides a low level of confidence that the methods adopted evidences the requirement for staff competency to be continuously updated.
<b>0</b>	The response is relevant to the question but has not been evidenced. The response provides no confidence that the methods adopted evidences the requirement for staff competency to be continuously updated. or No response is not relevant.

## AQB2 Account Management

### **REQUIREMENT:**

The Authority requires the Potential Providers to demonstrate their Account Management processes, resources and standards. The requirement is for the provision of dedicated Account Management to provide a comprehensive, first point of contact service to Contracting Authorities. The Potential Provider will ensure a high standard of Service is delivered which meets the requirements of each Contracting Authority. The Potential Provider will implement and manage processes that ensure that Contracting Authority issues of any nature, relevant to the Framework Agreement, are addressed swiftly and brought to a satisfactory conclusion.

### **QUESTION:**

Please demonstrate your approach to Account Management, including resource allocation, customer communications and engagement process, complaint process and the processes the Account Management team will follow to deal with scaling operations in response to changing volumes or project scale, ensuring service levels are maintained.

**Maximum character count – 8192 characters including spaces and punctuation.**

### **AQB2 Response Guidance**

**All Potential Providers must answer this question.**

**You must insert your response into the text fields in the e-Sourcing Suite.**

In order to satisfy the requirement and the question associated with the requirement, your response must:

- a) demonstrate your account management approach including resource allocation;
- b) demonstrate the customer communications and engagement processes you will have in place, including accessibility such as online calls, emails etc.;
- c) demonstrate the process you will have in place to manage Contracting Authorities complaints including escalation procedures; and
- d) describe the processes the Account Management team will follow to deal with fluctuations in scaling operations in response to changing volumes or project scale, ensuring service levels are maintained.

Your response should be limited to, and focus on each of the component parts of the question posed (a to d). You should refrain from making generalised statements and providing information not relevant to the topic.

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 (a to d) you are responding to.

**Maximum character count – 8192 characters including spaces and punctuation. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.**

Marking Scheme	Evaluation Criteria
100	The response is relevant to the question.

	<p>Full evidence has been provided.</p> <p>The response provides a high level of confidence that the approach adopted evidences the Account Management function.</p>
<b>75</b>	<p>The response is relevant to the question.</p> <p>Substantial evidence has been provided.</p> <p>The response provides a good level of confidence that the approach adopted evidences the Account Management function.</p>
<b>50</b>	<p>The response is relevant to the question.</p> <p>Satisfactory evidence has been provided.</p> <p>The response provides an adequate level of confidence that the approach adopted evidences the Account Management function.</p>
<b>25</b>	<p>The response is relevant to the question.</p> <p>Partial evidence has been provided.</p> <p>The response provides a low level of confidence that the approach adopted evidences the Account Management function.</p>
<b>0</b>	<p>The response is relevant to the question but has not been evidenced.</p> <p>The response provides no confidence that the approach adopted evidences the Account Management function.</p> <p>or</p> <p>No response is not relevant.</p>

## AQB3 Innovation

### **REQUIREMENT:**

The Authority requires the Potential Provider to demonstrate innovative ways of working, either already existing or that you will adopt from other partner firms or organisations that will add value to the Contracting Authority in relation to the key objectives of i) customer service, ii) reduction in consumption, iii) reduction in costs and iv) improvement in water quality.

### **QUESTION:**

Please demonstrate how you will add value to Contracting Authorities in relation to customer service, reduction in consumption, and reduction in costs by implementing existing or adopting from other partner firms or organisations innovative ways of working and how you will share this innovation with other Contracting Authorities.

**Maximum character count – 8192 characters including spaces and punctuation.**

### **AQB3 Response Guidance**

**All Potential Providers must answer this question.**

**You must insert your response into the text fields in the e-Sourcing Suite.**

In order to satisfy the requirement and the question associated with the requirement, your response must:

- a) demonstrate added value Goods and/or Services that will be available to Contracting Authorities;
- b) demonstrate what benefits you will bring in relation to the key objectives of customer service, reduction in consumption, reduction in costs and improvement in water quality; and
- c) demonstrate how you will share innovation across Contracting Authorities.

Your response should be limited to, and focus on each of the component parts of the question posed (a to c). You should refrain from making generalised statements and providing information not relevant to the topic.

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 (a to c) you are responding to.

**Maximum character count – 8192 characters including spaces and punctuation. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.**

Marking Scheme	Evaluation Criteria
100	The response is relevant to the question. Full evidence has been provided. The response provides a high level of confidence that added value will be offered through innovation.

<b>75</b>	<p>The response is relevant to the question.</p> <p>Substantial evidence has been provided.</p> <p>The response provides a good level of confidence that added value will be offered through innovation.</p>
<b>50</b>	<p>The response is relevant to the question.</p> <p>Satisfactory evidence has been provided.</p> <p>The response provides an adequate level of confidence that added value will be offered through innovation.</p>
<b>25</b>	<p>The response is relevant to the question.</p> <p>Partial evidence has been provided.</p> <p>The response provides a low level of confidence that added value will be offered through innovation.</p>
<b>0</b>	<p>The response is relevant to the question but has not been evidenced.</p> <p>The response provides no confidence that added value will be offered through innovation.</p> <p>or</p> <p>No response is not relevant.</p>

**SECTION C – LOT 1 AND LOT 3 ONLY QUESTIONS**

**AQC1 – Data Management and Billing**

**REQUIREMENT:**

The Authority requires Potential Providers to demonstrate how they will provide a high quality Service, through the use of effective and efficient processes that support the collection of consumption data that enables the Contracting Authorities to manage consumption and be provided with accurate and timely bills. The Potential Provider shall demonstrate what methodologies and processes will be used to prepare and make available billing information including credit notes.

**QUESTION:**

Please demonstrate what type of information you will make available to Contracting Authorities, how consumption data will be collected and shared with Contracting Authorities, the strategies, processes and service options for billing and ensuring that Central Market Operating System (CMOS) is updated in line with the Market Codes.

**Maximum character count – 8192 characters including spaces and punctuation.**

**AQC1 Response Guidance**

**All Potential Providers must answer this question.**

**You must insert your response into the text fields in the e-Sourcing Suite.**

In order to satisfy the requirement and the question associated with the requirement, your response must:

- a) demonstrate how you will collect and provide consumption data for Contracting Authorities including a description of the methods and formats you operate/offer to Contracting Authorities;
- b) demonstrate the different types of standard data and information that will be made available to Contracting Authorities in their bills and any associated reports;
- c) describe your strategy, processes and service options for billing including including credit note processes and a description of how meter reading information, including data from Automated Meter Reading (AMR) devices, will be utilised and presented to Contracting Authorities; and
- d) demonstrate how you will ensure the Central Market Operating System (CMOS) data is updated ensuring accuracy of information in line with Market Codes.

Your response should be limited to, and focus on each of the component parts of the question posed (a to d). You should refrain from making generalised statements and providing information not relevant to the topic.

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 (a to d) you are responding to.

**Maximum character count – 8192 characters including spaces and punctuation. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.**

Marking Scheme	Evaluation Criteria
100	<p>The response is relevant to the question.</p> <p>Full evidence has been provided.</p> <p>The response provides a high level of confidence that the methods adopted evidences the processes and service options for billing.</p>
75	<p>The response is relevant to the question.</p> <p>Substantial evidence has been provided.</p> <p>The response provides a good level of confidence that the methods adopted evidences the processes and service options for billing.</p>
50	<p>The response is relevant to the question.</p> <p>Satisfactory evidence has been provided.</p> <p>The response provides an adequate level of confidence that the methods adopted evidences the processes and service options for billing.</p>
25	<p>The response is relevant to the question.</p> <p>Partial evidence has been provided.</p> <p>The response provides a low level of confidence that the methods adopted evidences the processes and service options for billing.</p>

<b>0</b>	The response is relevant to the question but has not been evidenced. The response provides no confidence that the methods adopted evidences the processes and service options for billing. or No response is not relevant.
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## AQC2 – Metering

### **REQUIREMENT:**

The Authority requires Potential Providers to demonstrate how they will provide a high quality Service, through the use of effective and efficient processes that support metering services including meter provision and sizing, meter reading and management of meters.

### **QUESTION:**

Please demonstrate the methodology and service levels for meter read frequencies, including accuracy of the meter readings, the process for works requiring changes to metering or supply arrangements, your policy on accepting meter readings from Contracting Authorities and Automated Meter Reading (AMR) devices, and if this data will be used for billing purposes.

**Maximum character count – 8192 characters including spaces and punctuation.**

### **AQC2 Response Guidance**

**All Potential Providers must answer this question.**

**You must insert your response into the text fields in the e-Sourcing Suite.**

In order to satisfy the requirement and the question associated with the requirement, your response must:

- a) provide the methodology and service levels you will commit to for meter read frequency and meter reading accuracy and where you deliver over and above industry standards;
- b) demonstrate your process for works requiring changes to the metering or supply arrangements including assessment or re-assessment of site load; and
- c) demonstrate your policy and practice in regards to acceptance of meter readings from Contracting Authority sites and AMR devices including whether AMR data will be used for billing purposes.

Your response should be limited to, and focus on each of the component parts of the question posed (a to c). You should refrain from making generalised statements and providing information not relevant to the topic.

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 (a to d) you are responding to.

**Maximum character count – 8192 characters including spaces and punctuation. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.**

<b>Marking Scheme</b>	<b>Evaluation Criteria</b>
<b>100</b>	The response is relevant to the question. Full evidence has been provided.

	<p>The response provides a high level of confidence that the approach adopted evidences a quality service through the processes that support metering services.</p>
<b>75</b>	<p>The response is relevant to the question.</p> <p>Substantial evidence has been provided.</p> <p>The response provides a good level of confidence that the approach adopted evidences a quality service through the processes that support metering services.</p>
<b>50</b>	<p>The response is relevant to the question.</p> <p>Satisfactory evidence has been provided.</p> <p>The response provides an adequate level of confidence that the approach adopted evidences a quality service through the processes that support metering services.</p>
<b>25</b>	<p>The response is relevant to the question.</p> <p>Partial evidence has been provided.</p> <p>The response provides a low level of confidence that the approach adopted evidences a quality service through the processes that support metering services.</p>
<b>0</b>	<p>The response is relevant to the question but has not been evidenced.</p> <p>The response provides no confidence that the approach adopted evidences a quality service through the processes that support metering services.</p> <p>or</p> <p>No response is not relevant.</p>

## AQC3 – Switching Process

### **REQUIREMENT:**

The Authority requires Potential Providers to detail your account switching process for Contracting Authorities including Transfer Plans and Exit Management Plans.

### **QUESTION:**

Please demonstrate the account switching process which Contracting Authorities will follow including the content of your Transfer and Exit Management Plans.

**Maximum character count – 8192 characters including spaces and punctuation.**

### **AQC3 Response Guidance**

**All Potential Providers must answer this question.**

**You must insert your response into the text fields in the e-Sourcing Suite.**

In order to satisfy the requirement and the question associated with the requirement, your response must:

- a) describe the Transfer Plan for on-boarding new Contracting Authorities which must include operational processes and key steps, timescales, notifications required, roles and responsibilities and risk strategy; and
- b) describe the Exit Management Plan for existing Contracting Authorities which must include operational processes and key steps, timescales, notifications required, roles and responsibilities and risk strategy.

Your response should be limited to, and focus on each of the component parts of the question posed (a to b). You should refrain from making generalised statements and providing information not relevant to the topic.

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 (a to b) you are responding to.

**Maximum character count – 8192 characters including spaces and punctuation. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.**

<b>Marking Scheme</b>	<b>Evaluation Criteria</b>
<b>100</b>	The response is relevant to the question. Full evidence has been provided. The response provides a high level of confidence that the methods adopted evidences the Transfer and Exit Management Plans.
<b>75</b>	The response is relevant to the question. Substantial evidence has been provided.

	The response provides a good level of confidence that the methods adopted evidences the Transfer and Exit Management Plans.
<b>50</b>	The response is relevant to the question. Satisfactory evidence has been provided. The response provides an adequate level of confidence that the methods adopted evidences the Transfer and Exit Management Plans.
<b>25</b>	The response is relevant to the question. Partial evidence has been provided. The response provides a low level of confidence that the methods adopted evidences the Transfer and Exit Management Plans.
<b>0</b>	The response is relevant to the question but has not been evidenced. The response provides no confidence that the methods adopted evidences the Transfer and Exit Management Plans. or No response is not relevant.

## SECTION D – LOT 2 AND LOT 3 ONLY QUESTIONS

### AQD1 - Project Management Process

#### **REQUIREMENT:**

The Authority requires Potential Providers to detail your project management processes for managing implementation of water ancillary services.

#### **QUESTION:**

Please demonstrate the project management processes for managing implementation of water ancillary services. This must include how you will understand the requirements of Contracting Authorities, the processes you will use including adhered standards, the technology, monitoring and reporting processes you will use and how you will assign and agree the roles and responsibilities that you, Sub Contractors, third parties and the Contracting Authorities will undertake in the Project Management process.

**Maximum character count – 8192 characters including spaces and punctuation.**

#### **AQD1 Response Guidance**

**All Potential Providers must answer this question.**

In order to satisfy the requirement and the question associated with the requirement, your response must:

- a) demonstrate the tools and methods you will use to ensure you understand the Contracting Authorities requirements;
- b) describe the monitoring and reporting processes, including any technology utilised; and
- c) describe how you will assign and agree the roles and responsibilities of your organisation, Sub Contractors, third parties and the Contracting Authority.

Your response should be limited to, and focus on each of the component parts of the question posed (a to c). You should refrain from making generalised statements and providing information not relevant to the topic.

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 (a to c) you are responding to.

**Maximum character count – 8192 characters including spaces and punctuation. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.**

Marking Scheme	Evaluation Criteria
100	<p>The response is relevant to the question.</p> <p>Full evidence has been provided.</p> <p>The response provides a high level of confidence that the methods adopted evidenced the project management processes for managing implementation of water ancillary services.</p>

<b>75</b>	<p>The response is relevant to the question.</p> <p>Substantial evidence has been provided.</p> <p>The response provides a good level of confidence that the methods adopted evidenced the project management processes for managing implementation of water ancillary services.</p>
<b>50</b>	<p>The response is relevant to the question.</p> <p>Satisfactory evidence has been provided.</p> <p>The response provides an adequate level of confidence that the methods adopted evidenced the project management processes for managing implementation of water ancillary services.</p>
<b>25</b>	<p>The response is relevant to the question.</p> <p>Partial evidence has been provided.</p> <p>The response provides a low level of confidence that the methods adopted evidenced the project management processes for managing implementation of water ancillary services.</p>
<b>0</b>	<p>The response is relevant to the question but has not been evidenced.</p> <p>The response provides no confidence that the methods adopted evidenced the project management processes for managing implementation of water ancillary services.</p> <p>or</p> <p>No response is not relevant.</p>

## AQD2 – Measurement and Verification

### **REQUIREMENT:**

The Authority requires Potential Providers to provide robust and auditable measurement and verification mechanisms to enable identification of a baseline, monitoring and evaluation of services delivered for ancillary services including but not limited to water conservation, water efficiency, water condition improvements and data management.

### **QUESTION:**

Please demonstrate the processes and methodology for identifying baseline data, the measurement and verification used to validate efficiency savings or quality improvements and how you will engage with and report to the Contracting Authorities before, during and after project or service implementation. .

**Maximum character count – 8192 characters including spaces and punctuation.**

### **AQD2 Response Guidance**

**All Potential Providers must answer this question.**

In order to satisfy the requirement and the question associated with the requirement, your response must:

- a) demonstrate the process and methodology for identification of baseline data;
- b) describe the measurement and verification methodology you will use to validate efficiency savings and/or quality improvements including any standards adhered to; and
- c) demonstrate how and when you will engage with and report to the Contracting Authority before, during and after project or service implementation.

Your response should be limited to, and focus on each of the component parts of the question posed (a to c). You should refrain from making generalised statements and providing information not relevant to the topic.

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 (a to c) you are responding to.

**Maximum character count – 8192 characters including spaces and punctuation. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.**

<b>Marking Scheme</b>	<b>Evaluation Criteria</b>
<b>100</b>	The response is relevant to the question. Full evidence has been provided. The response provides a high level of confidence that the approach adopted evidences a robust and auditable measurement and verification mechanism.
<b>75</b>	The response is relevant to the question.

	<p>Substantial evidence has been provided.</p> <p>The response provides a good level of confidence that the approach adopted evidences a robust and auditable measurement and verification mechanism.</p>
<b>50</b>	<p>The response is relevant to the question.</p> <p>Satisfactory evidence has been provided.</p> <p>The response provides an adequate level of confidence that the approach adopted evidences a robust and auditable measurement and verification mechanism.</p>
<b>25</b>	<p>The response is relevant to the question.</p> <p>Partial evidence has been provided.</p> <p>The response provides a low level of confidence that the approach adopted evidences a robust and auditable measurement and verification mechanism.</p>
<b>0</b>	<p>The response is relevant to the question but has not been evidenced.</p> <p>The response provides no confidence that the approach adopted evidences a robust and auditable measurement and verification mechanism.</p> <p>or</p> <p>No response is not relevant.</p>