

Attachment 2c Award Questionnaire

RM6342 Travel, Transport, Accommodation and Venue Solutions

| **Section A – Mandatory Service Requirements** | |
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| **QA1 Accept Competition Rules** | |
| Do you accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules?  Please answer ‘Yes’ or ‘No’  **Yes -** You accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules.  **No** **-** You do not accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules. | |
| **QA1 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 competition.  You are required to select either option YES or NO from the drop down list.  Providing a ‘Yes’ response means you accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules.    If you select ‘No’ to indicate that you do not accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules, you will be excluded from further participation in this competition. | |
| **Marking Scheme** | **Evaluation Guidance** |
| Pass | You have selected option ‘Yes’ confirming that you accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules. |
| Fail | You have selected ‘No’ confirming that you do not accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules. |

| **QA2 Accept Contract Terms** | |
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| Do you accept the contract terms as incorporated in the Framework Award Form?  Please answer ‘Yes’ or ‘No’  **Yes -** You accept the contract terms as incorporated in the Framework Award Form.  **No** **-** You do not accept the contract terms as incorporated in the Framework Award Form. | |
| **QA2 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 competition.  You are required to select either option YES or NO from the drop down list.  Providing a ‘Yes’ response means you accept the contract terms as incorporated in the Framework Award Form.    If you select ‘No’ to indicate that you do not accept the contract terms as incorporated in the Framework Award Form, you will be excluded from further participation in this competition. | |
| **Marking Scheme** | **Evaluation Guidance** |
| Pass | You have selected option ‘Yes’ confirming that you accept the contract terms as incorporated in the Framework Award Form. |
| Fail | You have selected ‘No’ confirming that you do not accept the contract terms as incorporated in the Framework Award Form. |

| **QA3 Compliance with Attachment 1a Framework Schedule 1 (Specification) ALL LOTS** | |
| --- | --- |
| If you are awarded a Framework Contract, will you unreservedly deliver in full, all of the mandatory service requirements as set out in Attachment 1a Framework Schedule 1 (Specification - ALL LOTS)  Please answer ‘Yes’ or ‘No’  **Yes -** You will unreservedly deliver in full all of the mandatory service requirements as set out in Attachment 1a Framework Schedule 1 (Specification) ALL LOTS.  **No -**  You will not, or cannot, deliver in full all of the mandatory service requirements as set out in Attachment 1a Framework Schedule 1 (Specification) ALL LOTS. | |
| **QA3 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 competition.  You are required to select either option YES or NO from the drop down list.  Providing a ‘Yes’ response means you will unreservedly deliver in full all of the mandatory service requirements as set out in Attachment 1a Framework Schedule 1 (Specification) ALL LOTS.  If you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, deliver in full all of the ALL LOTS mandatory service requirements as set out in Attachment 1 Framework Schedule 1a (Specification) ALL LOTS you will be excluded from further participation in this competition. | |
| **Marking Scheme** | **Evaluation Guidance** |
| Pass | You have selected option ‘Yes’ confirming that you will unreservedly deliver in full all of the mandatory service requirements as set out in Attachment 1a Framework Schedule 1 (Specification) ALL LOTS. |
| Fail | You have selected ‘No’ confirming that you will not, or cannot, deliver in full all of the mandatory service requirements as set out in Attachment 1a Framework Schedule 1 (Specification) ALL LOTS.  OR  You have not selected either ‘Yes’ or ‘No’. |

| **QA4 Compliance with Attachment 1b Framework Schedule 1 (Specification) LOT 1** | |
| --- | --- |
| If you are awarded a Framework Contract, will you unreservedly deliver in full, all of the mandatory service requirements as set out in Attachment 1b Framework Schedule 1 (Specification) Lot 1.    Please answer ‘Yes’ or ‘No’ or N/A if you are not applying for Lot 1.  **Yes -** You will unreservedly deliver in full all of the Lot 1 mandatory service requirements as set out in Attachment 1b Framework Schedule 1 (Specification) Lot 1.  **No -** You will not, or cannot, deliver in full all of the Lot 1b mandatory service requirements as set out in Attachment 1b Framework Schedule 1 (Specification) Lot 1.  **N/A -** You are not applying for Lot . | |
| **QA4 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 competition.  You are required to select either option YES, NO or N/A from the drop down list.  Providing a ‘Yes’ response means you will unreservedly deliver in full all of the Lot 1b mandatory service requirements as set out in Attachment 1b Framework Schedule 1 (Specification) Lot 1.  If you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, deliver in full all of the Lot 1 mandatory service requirements as set out in Attachment 1b Framework Schedule 1 (Specification) Lot 1 you will be excluded from further participation in this competition. | |
| **Marking Scheme** | **Evaluation Guidance** |
| Pass | You have selected option ‘Yes’ confirming that you will unreservedly deliver in full all of the Lot 1 mandatory service requirements as set out in Attachment 1b Framework Schedule 1 (Specification) Lot 1.  OR  You have selected option N/A confirming that you are not applying for Lot 1. |
| Fail | You have selected ‘No’ confirming that you will not, or cannot, deliver in full all of the Lot 1 mandatory service requirements as set out in Attachment 1b Framework Schedule 1 (Specification) Lot 1 .  OR  You have not selected either ‘Yes’or ‘No’ or N/A. |

| **QA5 Compliance with Attachment 1c Framework Schedule 1 (Specification) LOT 2** | |
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| If you are awarded a Framework Contract, will you unreservedly deliver in full, all of the mandatory service requirements as set out in Attachment 1c Framework Schedule 1 (Specification) Lot 2.  Please answer ‘Yes’ or ‘No’ or N/A if you are not applying for Lot 2.  **Yes -** You will unreservedly deliver in full all of the Lot 2 mandatory service requirements as set out in Attachment 1c Framework Schedule 1 (Specification) Lot 2.  No **-** You will not, or cannot, deliver in full all of the Lot 2 mandatory service requirements as set out in Attachment 1c Framework Schedule 1 (Specification) Lot 2.  N/A **-** You are not applying for Lot 2. | |
| **QA5 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 competition.  You are required to select either option YES, NO or N/A from the drop down list.  Providing a ‘Yes’ response means you will unreservedly deliver in full all of the Lot 2 mandatory service requirements as set out in Attachment 1c Framework Schedule 1 (Specification) Lot 2.  If you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, deliver in full all of the Lot 2 mandatory service requirements as set out in Attachment 1c Framework Schedule 1 (Specification) Lot 2 you will be excluded from further participation in this competition. | |
| **Marking Scheme** | **Evaluation Guidance** |
| Pass | You have selected option ‘Yes’ confirming that you will unreservedly deliver in full all of the Lot 2 mandatory service requirements as set out in Attachment 1c Framework Schedule 1 (Specification) Lot 2.  OR  You have selected option N/A confirming that you are not applying for Lot 2. |
| Fail | You have selected ‘No’ confirming that you will not, or cannot, deliver in full all of the Lot 2 mandatory service requirements as set out in Attachment 1c Framework Schedule 1 (Specification) Lot 2.  OR  You have not selected either ‘Yes’ or ‘No’ or N/A. |

| **QA6 Compliance with Attachment 1d** **Framework Schedule 1 (Specification) LOT 3** | |
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| If you are awarded a Framework Contract, will you unreservedly deliver in full, all of the mandatory service requirements as set out in Attachment 1d Framework Schedule 1 (Specification) Lot 3.  Please answer ‘Yes’ or ‘No’ or N/A if you are not applying for Lot 3.  **Yes -** You will unreservedly deliver in full all of the Lot 3 mandatory service requirements as set out in Attachment 1d Framework Schedule 1 (Specification) Lot 3.  No **-** You will not, or cannot, deliver in full all of the Lot 3 mandatory service requirements as set out in Attachment 1d [Framework Schedule 1 (Specification) Lot 3.  N/A **-** You are not applying for Lot 3. | |
| **QA6 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 competition.  You are required to select either option YES, NO or N/A from the drop down list.  Providing a ‘Yes’ response means you will unreservedly deliver in full all of the Lot 3 mandatory service requirements as set out in Attachment 1d Framework Schedule 1 (Specification) Lot 3.  If you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, deliver in full all of the Lot 3 mandatory service requirements as set out in Attachment 1d Framework Schedule 1 (Specification) you will be excluded from further participation in this competition. | |
| **Marking Scheme** | **Evaluation Guidance** |
| Pass | You have selected option ‘Yes’ confirming that you will unreservedly deliver in full all of the Lot 3 mandatory service requirements as set out in Attachment 1d Framework Schedule 1 (Specification) Lot 3.  OR  You have selected option N/A confirming that you are not applying for Lot 3. |
| Fail | You have selected ‘No’ confirming that you will not, or cannot, deliver in full all of the Lot 3 mandatory service requirements as set out in Attachment 1d Framework Schedule 1 (Specification) Lot 3.  OR  You have not selected either ‘Yes’ or ‘No’ or N/A. |

| **QA7 Compliance with Attachment 1e Framework Schedule 1 (Specification) LOT 4** | |
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| If you are awarded a Framework Contract, will you unreservedly deliver in full, all of the mandatory service requirements as set out in Attachment 1e Framework Schedule 1 (Specification) Lot 4.  Please answer ‘Yes’ or ‘No’ or N/A if you are not applying for Lot 4.  **Yes -** You will unreservedly deliver in full all of the Lot 4 mandatory service requirements as set out in Attachment 1e Framework Schedule 1 (Specification) Lot 4.  No **-** You will not, or cannot, deliver in full all of the Lot 4 mandatory service requirements as set out in Attachment 1e Framework Schedule 1 (Specification) Lot 4.  N/A **-** You are not applying for Lot 4. | |
| **QA7 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 competition.  You are required to select either option YES, NO or N/A from the drop down list.  Providing a ‘Yes’ response means you will unreservedly deliver in full all of the Lot 4 mandatory service requirements as set out in Attachment 1e Framework Schedule 1 (Specification) Lot 4.  If you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, deliver in full all of the Lot 4 mandatory service requirements as set out in Attachment 1e Framework Schedule 1 (Specification) Lot 4 you will be excluded from further participation in this competition. | |
| **Marking Scheme** | **Evaluation Guidance** |
| Pass | You have selected option ‘Yes’ confirming that you will unreservedly deliver in full all of the Lot 4 mandatory service requirements as set out in Attachment 1e Framework Schedule 1 (Specification) Lot 4.  OR  You have selected option N/A confirming that you are not applying for Lot 4. |
| Fail | You have selected ‘No’ confirming that you will not, or cannot, deliver in full all of the Lot 4 mandatory service requirements as set out in Attachment 1e Framework Schedule 1 (Specification) Lot 4.  OR  You have not selected either ‘Yes’ or ‘No’ or N/A. |

| **QA8 Compliance with CCS Price Match Guarantee in all Points of Sale** | |
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| If you are awarded a Framework Contract will you unreservedly comply with the CCS Price Match Guarantee in all Points of Sale as set out in Attachment 1a Framework Schedule 1 (All Lots Specification).  Please answer ‘Yes’ or ‘No’.  **Yes -** You will unreservedly comply with the CCS Price Match Guarantee as set out in Attachment 1a Framework Schedule 1 (All Lots Specification)  **No -** You will not, or cannot, in full comply with the CCS Price Match Guarantee as set out in Attachment 1a Framework Schedule 1 All Lots.  (Specification) | |
| **QA8 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 competition.  You are required to select either option YES or NO from the drop down list.  Providing a ‘Yes’ response means you will unreservedly comply with the CCS Price Match Guarantee as set out in Attachment 1a Framework Schedule 1 (Specification) All Lots.  If you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, will not, or cannot, in full comply with the CCS Price Match Guarantee as set out in Attachment 1a Framework Schedule 1 (Specification) All lots you will be excluded from further participation in this competition. | |
| **Marking Scheme** | **Evaluation Guidance** |
| Pass | You have selected option ‘Yes’ confirming that you will unreservedly comply with the CCS Price Match Guarantee as set out in Attachment 1a Framework Schedule 1 (Specification) All Lots. |
| Fail | You have selected ‘No’ confirming that you will not, or cannot, will not, or cannot, in full comply with the CCS Price Match Guarantee as set out in Attachment 1a Framework Schedule 1 (Specification) All Lots.  OR  You have not selected either ‘Yes’ or ‘No’ |

1. **ALL LOTS QUESTIONS**

| **ALL LOTS QUESTIONS** | |
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| **QB1 Requirement: SOCIAL VALUE**  CCS requires you to demonstrate how you will deliver Social Value in your business and supply chain. This includes delivering equal opportunity, diversity and inclusion, whilst also tackling inequality across the contract workforce and how your business and supply chain will support the UK Government initiatives to meet Carbon Net Zero targets. | |
| **QB1 Response Guidance**  **All Bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing Suite.**  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Demonstrate how you will tackle workforce inequality and drive the establishment of a diverse workforce, through a range of quality opportunities, including apprenticeship schemes and other initiatives. Your response should demonstrate how your approach will include those from disadvantaged or minority groups, and groups such as ex-offenders or asylum seekers. Please refer to paragraph 1.60.1 in Attachment 1a Framework Schedule 1 (All Lots Specification) 2. Demonstrate, as an organisation, how you will support the reduction of the UK's carbon emissions aiming for net zero by 2050 and how you will incorporate this into delivery under this framework agreement. Please refer to paragraph 1.60.2 in Attachment 1a Framework Schedule 1 (All Lots Specification) 3. Demonstrate the proactive and influential activities that you will undertake to encourage bookers to make sustainable travel choices at the point of booking and to demonstrate to Buyers the environmental benefits that can be achieved through partnering with you as a Supplier. Please refer to paragraph 1.60.2 in Attachment 1a Framework Schedule 1 (All Lots Specification)   Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.  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 the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – **8,000** characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in the text boxes QB1(i),(ii), (iii) and (iv). Each box has a character count of **2,000** characters. | |

| **Marking Scheme** | **Evaluation Criteria** |
| --- | --- |
| **100** | The Bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The Bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The Bidder’s response fully addresses 1 of the 3 component parts (a to c) of the response guidance above. |
| **0** | The Bidder’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.  OR  A response has not been provided to this question. |

| **QB2 Requirement: Customer Satisfaction**  CCS requires you to ensure that you provide Customer Satisfaction to the required standard to all Buyers as specified in the Framework Specification demonstrating your processes to achieve this across a range of services. | |
| --- | --- |
| **QB2 Response Guidance**  **All Bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing Suite.**  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Demonstrate how you will ensure that all Buyers’ queries and questions regarding the services you provide will be answered in an efficient and timely manner, to the satisfaction of the Buyer, via a dedicated customer services team, and in line with framework SLAs. Please refer to paragraphs 3.2, 3.6 and 3.7 in Attachment 1a - Framework Schedule 1 (All Lots Specification), as well as Call Off Schedule 14 (Service Levels). 2. Demonstrate the complaint resolution process you will use, including how you will log, investigate, manage, escalate and resolve complaints raised by Buyers and their employees. Your response must demonstrate how your approach will provide quality customer service and successfully resolve complaints to the satisfaction of the Buyer in line with the SLA for complaint resolution as set out at paragraph 1.45 of Attachment 1a - Framework Schedule 1 (All Lots Specification) 3. Set out how you will measure the performance of the customer service you provide, including how you will identify performance issues and improvement areas, and how this information will be presented to the Buyer at review meetings. Your response must demonstrate how your approach will ensure you maintain a quality level of customer service and successfully address any performance issues. Please refer to paragraphs 1.31 - 1.33 and 1.45 - 1.48 in Attachment 1a - Framework Schedule 1 (All Lots Specification), as well as Call Off Schedule 14 (Service Levels).   Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.  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 the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – **8,000** characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in the text boxes QB2(i),(ii), (iii) and (iv). Each box has a character count of **2,000** characters. | |

| **Marking Scheme** | **Evaluation Criteria** |
| --- | --- |
| **100** | The Bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The Bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The Bidder’s response fully addresses 1 of the 3 component parts (a to c) of the response guidance above. |
| **0** | The Bidder’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.  OR  A response has not been provided to this question. |

**LOT 1 QUESTIONS**

| **Lot 1 UK & Global-Booked Business Travel & Crisis Response Solutions** | |
| --- | --- |
| **QC1 Requirement: QUALITY OF SERVICE**  CCS requires you to ensure that the quality of service provided is of the required standard specified by individual users of the service and, as detailed in the Attachment 1b Framework Schedule (Lot 1 Specification).  We want you to tell us how you will ensure you fully understand the Buyers’ requirements and objectives, including your approach to providing multiple sources of value for money and choice inventory across all points of sale the Buyer requires and maintain quality of services. | |
| **QC1 Response Guidance**  **All Bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing Suite.**  In order to satisfy the requirement, and the question associated with the requirement, you must:  a) Demonstrate how you will ensure and guarantee that all points of sale, including the UK have processes and procedures in place to ensure the service levels will be met, in line with Attachment 1b Framework Schedule (Lot 1 Specification), paragraphs 6.149 to 6.169). Your response should include how you will manage a complete global service, with wholly-owned, joint-venture, partner, or affiliate partners if applicable, and how you plan to ensure that all in-country and hub servicing is consistent under the guise of one single travel provider.  b) Demonstrate how you will tailor your approach to supporting Buyers’ diverse requirements for the provision of Venues and supporting services for Events, whether they are face to face, virtual, digital or hybrid meetings, in accordance with paragraphs 6.69 - 6.103 of Attachment 1b Framework Schedule (Lot 1 Specification)  c) Demonstrate how you will provide support to the customer (Buyer) and its travellers during a major incident (for example a terror incident or natural disaster) to ensure the safe relocation and/or return of travellers from the affected area. Please refer to Lot 1, Part C (Crisis, Unplanned Events and Emergency Response Solutions) of Attachment 1b Framework Schedule (Lot 1 Specification)**.**  d) Demonstrate how you would balance the needs of servicing the requirements of Buyers with potentially complex global business travel requirements across multiple points of sale, whilst also managing a surge in demand in requests for support from: Approved Civilian Programmes, and a new Crisis Response.. In your answer, you must demonstrate how you will ensure that the diverse needs of the framework customers/Buyers are met in a timely manner, ensuring SLAs are met, including out of hours, while offering proactive Account Management and support to those Buyers as needed.  Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information.  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 the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – **10,000** characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in the text boxes QC1(i),(ii),(iii),(iv) and (v) . Each box has a character count of **2,000** characters. | |

| **Marking Scheme** | **Evaluation Criteria** |
| --- | --- |
| **100** | The Bidder’s response fully addresses all 4 of the component parts (a to d) of the response guidance above. |
| **75** | The Bidder’s response fully addresses 3 of the 4 component parts (a to d) of the response guidance above. |
| **50** | The Bidder’s response fully addresses 2 of the 4 component parts (a to d) of the response guidance above. |
| **25** | The Bidder’s response fully addresses 1 of the 4 component parts (a to d) of the response guidance above. |
| **0** | The Bidder’s response has not fully addressed any of the 4 component parts (a to d) of the response guidance above.  OR  A response has not been provided to this question. |

| **QC2 Requirement: Cost Optimisation**  CCS requires you to deliver and demonstrate excellent value for money to Buyers, across all Points of Sale and a broad range of services, for a variety of different Service Users | |
| --- | --- |
| **QC2 Response Guidance**  **All Bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing Suite.**  In order to satisfy the requirement, and the question associated with the requirement, you must:  a) Demonstrate how, for a Buyer with a global travel programme with multiple points of sale, you will guarantee that wholly-owned, joint-ventures, partner, or affiliate partners will provide the best value fares and/or rates, ensuring that the lowest cost option is always offered to the Booker (please refer to 6.158 - 6.169 of Attachment 1b Framework Schedule (Lot 1 Specification)  b) Demonstrate what measures you will put in place to ensure that a Buyer requiring chartered or wet leased air services receives excellent value for money from the end provider, while ensuring a high quality service experience, (please refer to 6.130 -6.131 and 6.441 - 6.446 of Attachment 1b Framework Schedule (Lot 1 Specification)**.**  c) Demonstrate your process and methodology for measurement, recording and reporting of savings generated to the Buyer in support of a Buyer's Approved Civilian accommodation programme or new crisis response activity. Your answer should include both methodology and how you will ensure that the Buyer can access both operational and commercial data for their specific project or programme, regardless of whether or not they are using HEART. (Please refer to paragraphs 6.410 - 6.422 of Attachment 1b Framework Schedule (Lot 1 Specification).  Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.  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 the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – **8,000** characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in the text boxes QC2(i),(ii), (iii) and (iv). Each box has a character count of **2,000** characters. | |

| **Marking Scheme** | **Evaluation Criteria** |
| --- | --- |
| **100** | The Bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The Bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The Bidder’s response fully addresses 1 of the 3 component parts (a to c) of the response guidance above. |
| **0** | The Bidder’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.  OR  A response has not been provided to this question. |

| **QC3 Requirement: Sub-Contractors**  CCS requires you to provide detail on how you would manage multiple Delivery Partners across a variety of Accommodation and/or Gatherings/ Events Ancillary Services under Attachment 1b Framework Schedule (Lot 1 Specification)Lot 1 Part B (Accommodation and Venues for Approved Civilian Programmes). | |
| --- | --- |
| **QC3 Response Guidance**  **All Bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing Suite.**  In order to satisfy the requirement, and the question associated with the requirement, you must:  a) Demonstrate your approach to managing multiple Delivery Partners across a variety of Accommodation and/or Gatherings/Events Ancillary Services, to ensure integration of the different services in order to deliver Service Management for Civilian cohorts. Your response must demonstrate how you will structure your own team, and where applicable Delivery Partner(s) staff to ensure cohesion between the operational delivery of the different services.  b) Demonstrate your approach to measuring and reporting success in order to meet the requirement, detailing the processes you will have in place for Delivery Partners and the Buyer to report feedback and review performance. Your response should include the measures you will use to monitor success, and the procedures you will use to address any issues.  c) Demonstrate how you will keep the Buyer regularly updated with relevant operational and commercial information relating to the overall Service Management that you are providing for the relevant cohort of Service Users / project. This should cover both Venue management information and information on the support services and what communication channels or platforms will be used to deliver these updates.  Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.  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 the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – **8,000** characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in the text boxes QC3(i),(ii), (iii) and (iv). Each box has a character count of **2,000** characters. | |

| **Marking Scheme** | **Evaluation Criteria** |
| --- | --- |
| **100** | The Bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The Bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The Bidder’s response fully addresses 1 of the 3 component parts (a to c) of the response guidance above. |
| **0** | The Bidder’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.  OR  A response has not been provided to this question. |

**LOT 2 QUESTIONS**

| **Section D – Lot 2 UK-BOOKED NATIONAL & INTERNATIONAL BUSINESS TRAVEL** | |
| --- | --- |
| **QD1 Requirement:**  **Quality of service**  CCS requires you to describe how you will provide multiple sources of inventory and  maintain a high quality of service to the Buyer, across a range of services in accordance with Attachment 1c Framework Schedule 1 (Specification) Lot 2. | |
| **QD1 Response Guidance**  **All Bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing Suite.**  In order to satisfy the requirement, and the question associated with the requirement, you must:  a) Demonstrate your technology roadmap, as referenced in Attachment 1c Framework Schedule 1 (Specification) paragraph 5.46, and how you will deliver innovation via your Online Booking Tool and platforms available to the Buyer, including new content such as NDC, improvements in sustainable travel technology and how your solution can be customised to a Buyer’s requirements.  b) Demonstrate your approach to working with local coach companies, taxi driver and non-emergency patient transport services, (NEPTS), including how you will ensure that the Buyer receives a timely, accurate and high quality service; Your response should include what technologies and processes you will have in place to accommodate the different types of transport services required. Please refer to 7.30 -7.32 of Attachment 1c Framework Schedule 1 (Specification).  c) Demonstrate your approach to providing customers with the best value UK and Overseas rail fares via online platforms as per paragraphs 7.15 - 7.29. Your answer should include details of your UK booking platform and how you can fulfil Eurostar and overseas rail booking requirements.  d) Demonstrate the processes you will employ to keep the Executive service separate from main enquiries and ensure staff are appropriately trained to deal with the enquiries. Your answer should include details of the processes and systems that you will employ for this service. Please refer to 7.67 -7.70.9 of Attachment 1c Framework Schedule 1 (Specification)  Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information.  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 the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – **10,000** characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in the text boxes QD1(i),(ii),(iii),(iv) and (v) . Each box has a character count of **2,000** characters. | |

| **Marking Scheme** | **Evaluation Criteria** |
| --- | --- |
| **100** | The Bidder’s response fully addresses all 4 of the component parts (a to d) of the response guidance above. |
| **75** | The Bidder’s response fully addresses 3 of the 4 component parts (a to d) of the response guidance above. |
| **50** | The Bidder’s response fully addresses 2 of the 4 component parts (a to d) of the response guidance above. |
| **25** | The Bidder’s response fully addresses 1 of the 4 component parts (a to d) of the response guidance above. |
| **0** | The Bidder’s response has not fully addressed any of the 4 component parts (a to d) of the response guidance above.  OR  A response has not been provided to this question. |

**LOT 3 QUESTIONS**

| **Section E – Lot 3 Venue-FIND & SUPPORTING SERVICES FOR MEETINGS, CONFERENCES & EVENTS** | |
| --- | --- |
| **QE1 Requirement:**  **Quality of Service**  CCS requires you to describe your ability to provide a quality Venue Find Service - including face to face, virtual/digital & hybrid meetings: | |
| **QE1 Response Guidance**  **All Bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing Suite.**  In order to satisfy the requirement, and the question associated with the requirement, you must:  a) Demonstrate how you will be able to provide a quality offering across the full range of Event types (face to face, virtual / digital and / or hybrid) including how you will look to continuously improve your offering (Attachment 1d Framework Schedule 1 (Specification) Lot 3 paragraph 8.11, 8.18, 8.21 and 8.43).  b) Demonstrate how you will provide an innovative flexible offering to support Buyers effectively with both planned and unplanned changes so they can make best use of the different Event type offerings (face to face, virtual / digital and / or hybrid) for example from fully face to face to hybrid (as was required during Covid19) (Attachment 1d Framework Schedule 1 (Specification) Lot 3 paragraph 8.11, 8.12)  c) Demonstrate how you will ensure cohesion of the different services throughout the whole supply chain to deliver an accurate and timely Event, ensuring a full end to end quality service is provided for a large scale face to face Event of more than 50 Delegates, which includes multiple and varied elements (such as Accommodation, Delegate management / registration, audit visual equipment, food and beverage and Delegate Ground Transport for example) (Attachment 1d Framework Schedule 1 (Specification) Lot 3 paragraph 8.28 to 8.32, 8.66 and 8.75).  Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.  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 the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – **8,000** characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in the text boxes QE1(i),(ii), (iii) and (iv). Each box has a character count of **2,000** characters. | |

| **Marking Scheme** | **Evaluation Criteria** |
| --- | --- |
| **100** | The Bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The Bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The Bidder’s response fully addresses 1 of the 3 component parts (a to c) of the response guidance above. |
| **0** | The Bidder’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.  OR  A response has not been provided to this question. |

| **QE2 Requirement:**  **Cost optimisation**  CCS requires you to describe your ability to provide best value for money / most cost-effective options for Venue Find, including virtual/ digital and hybrid meetings | |
| --- | --- |
| **QE2 Response Guidance**  **All Bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing Suite.**  In order to satisfy the requirement, and the question associated with the requirement, you must:  a) Demonstrate how you will support Buyers with optimising cost savings by providing a minimum of three value for money and innovative solutions for the most appropriate event type for their requirements, across the whole range of face to face, virtual / digital and / or hybrid Events in accordance with (Attachment 1d Framework Schedule 1 (Specification) Lot 3 paragraph 8.10 to 8.13.4 , 8.18, 8.21 and 8.43).  b) Demonstrate your approach in establishing your own set of “CCS Preferred Venue Standard Terms and Conditions” for your Venue bookings:   * with your face to face Venue Providers * with your virtual/digital and hybrid meeting Providers   Your response must describe how you will ensure these terms are accepted, include more favourable cancellation and payment terms than a Provider’s own and maximise benefits and value as well as providing greater efficiency for the Buyer (Attachment 1d Framework Schedule 1 (Specification) Lot 3 paragraph 8.15).  c) Where your “CCS Preferred Venue Standard Terms and Conditions” are not accepted by your face to face, virtual/ digital and hybrid meeting Providers, please describe how you will look to maximise benefits and value for the Buyer including more preferential discounts in your sourcing activity (Attachment 1d Framework Schedule 1 (Specification) Lot 3 paragraph 8.15).  d) Demonstrate how you will ensure the most cost effective options are sourced to deliver best value for the Buyer throughout the whole supply chain ensuring a full end to end best value for money service is provided for a large scale face to face Event of more than 50 Delegates, which includes multiple and varied elements (such as Accommodation, Delegate management / registration, audit visual equipment, food and beverage and Delegate Ground Transport for example).(Attachment 1d Framework Schedule 1 (Specification) Lot 3 paragraph 8.28 to 8.32, 8.66 and 8.75).  Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information.  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 the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – **10,000** characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in the text boxes QE2(i),(ii),(iii),(iv) and (v) . Each box has a character count of **2,000** characters. | |

| **Marking Scheme** | **Evaluation Criteria** |
| --- | --- |
| **100** | The Bidder’s response fully addresses all 4 of the component parts (a to d) of the response guidance above. |
| **75** | The Bidder’s response fully addresses 3 of the 4 component parts (a to d) of the response guidance above. |
| **50** | The Bidder’s response fully addresses 2 of the 4 component parts (a to d) of the response guidance above. |
| **25** | The Bidder’s response fully addresses 1 of the 4 component parts (a to d) of the response guidance above. |
| **0** | The Bidder’s response has not fully addressed any of the 4 component parts (a to d) of the response guidance above.  OR  A response has not been provided to this question. |

**LOT 4 QUESTIONS**

| **Section F – Lot 4 Venue & Vessel Accommodation & Supporting Services** | |
| --- | --- |
| **QF1 Requirement:**  **Subcontractors & cost optimisation**  CCS requires you to describe your approach to delivering a wide range of Accommodation and/or Gatherings Event Ancillary Services on Civilian Programmes, working with Delivery Partners where applicable in accordance with Attachment 1e Framework Schedule 1 (Specification) Lot 4 | |
| **QF1 Response Guidance**  **All Bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing Suite.**  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Demonstrate how you will ensure that you deliver Value for Money, detailing the process by which Delivery Partners will be selected to ensure that Value for Money is achieved. Your response should include the methodology you will use to calculate and report on savings. 2. Demonstrate your approach to managing a variety of Accommodation and/or Gatherings/Events Ancillary Services, to ensure integration of the different services in order to deliver a Full Service Management provision as detailed in paragraphs 9.99 - 9.137 of the Specification. Your response must demonstrate how you will structure your own staff (and, where applicable, that of Delivery Partners) to ensure cohesion between the operational delivery of the different services. 3. Demonstrate your approach to measuring and reporting daily progress and end of programme success in order to fully meet the requirement and deliver a successful Civilian programme. Your response must include details of the processes you will have in place for any relevant Delivery Partners and the Buyer to report feedback and review performance. Your response must also include the measures you will use to monitor success, and the procedures you will use to address any issues. 4. Demonstrate the processes you will have in place for thoroughly checking the accuracy of invoices relating to Delivery Partner services, and rectifying any anomalies, before passing them onto the customer. Demonstrate how you would manage any errors and where necessary obtain receipts/evidence.   Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information.  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 the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – **10,000** characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in the text boxes QF1(i),(ii),(iii),(iv) and (v) . Each box has a character count of **2,000** characters. | |

| **Marking Scheme** | **Evaluation Criteria** |
| --- | --- |
| **100** | The Bidder’s response fully addresses all 4 of the component parts (a to d) of the response guidance above. |
| **75** | The Bidder’s response fully addresses 3 of the 4 component parts (a to d) of the response guidance above. |
| **50** | The Bidder’s response fully addresses 2 of the 4 component parts (a to d) of the response guidance above. |
| **25** | The Bidder’s response fully addresses 1 of the 4 component parts (a to d) of the response guidance above. |
| **0** | The Bidder’s response has not fully addressed any of the 4 component parts (a to d) of the response guidance above.  OR  A response has not been provided to this question. |

| **QF2 Requirement:**  **Quality of service**  CCS requires you to provide detail on how you would scale up operations to respond to a crisis event in accordance with Attachment 1e Framework Schedule 1 (Specification) Lot 4 | |
| --- | --- |
| **QF2 Response Guidance**  **All Bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing Suite.**  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Demonstrate how you would deploy capable and dedicated resources at a significant pace to work 24/7, as per paragraphs 9.27 and 9.33 of the Specification, mirroring the shift patterns of the leading HMG department. As part of your response, you should demonstrate how you will ensure that you have sufficient staff who are appropriately trained/ knowledgeable in order to deliver a consistently high quality service across the 24/7 shift patterns. 2. Demonstrate your approach to securing large volumes of available accommodation, while ensuring Value for Money, at very short notice i.e. to be available to receive guests within 7 working days. Your response should demonstrate how you will deliver Value for Money and how you will ensure that options are presented and updated for customers every 2 hours without failure, as detailed in paragraph 9.27 of the Specification. 3. Demonstrate how you would ensure CCS receive timely updates and visibility of activity on all types of emergency and crisis work. Your response should cover both notifying CCS within a maximum 4 hours of any sourcing activity, as detailed in paragraph 9.150 of the Specification, and ongoing updates, including notifying CCS when a contract has been signed.   Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.  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 the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – **8,000** characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in the text boxes QF2(i),(ii), (iii) and (iv). Each box has a character count of **2,000** characters. | |

| **Marking Scheme** | **Evaluation Criteria** |
| --- | --- |
| **100** | The Bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The Bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The Bidder’s response fully addresses 1 of the 3 component parts (a to c) of the response guidance above. |
| **0** | The Bidder’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.  OR  A response has not been provided to this question. |

**LOT 1 AND LOT 4 QUESTION**

| **QG1 Requirement: LOT 1 AND LOT 4**  **Quality of service**  CCS requires you to provide detail on your approach to providing a Managed Service for vulnerable civilian cohorts | |
| --- | --- |
| **QG1 Response Guidance**  **All Bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing Suite.**  In order to satisfy the requirement, and the question associated with the requirement, you must:  a) Demonstrate the procedure you will use to conduct site visits of accommodation Venues that are housing civilians, in particular, minors, and how you will ensure suitability and compliance with Health and Safety requirements, in accordance with paragraphs 6.325 - 6.330 and 6.389 - 6.390 (Lot 1 Part B), 9.46 - 9.51 and 9.113 - 9.114 (Lot 4) of the Specification.  b) Demonstrate the policy and process you will put in place to effectively manage and resolve damages claims resulting from Civilian Programmes, in line with the process set out in paragraphs 1.14 - 1.17 (Attachment 1a - Framework Schedule 1 (All Lots Specification)), 6.357.3 and 6.395 - 6.397 (Lot 1 Part B), 9.81 and 9.119-9.121 (Lot 4) of the Specification. Your response should demonstrate how you will gather evidence and negotiate with Third Party Providers to resolve claims in a manner satisfactory to all.  c) Please describe the procedures and frequency you will have in place for monitoring the wellbeing of Service Users, and reporting concerns to the Buyer or a relevant Authority, in line with paragraphs 6.391-6.394 (Lot 1 Part B), 9.115 - 9.118 (Lot 4) of the Specification.  Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.  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 the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – **8,000** characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in the text boxes QG1(i),(ii), (iii) and (iv). Each box has a character count of **2,000** characters. | |

| **Marking Scheme** | **Evaluation Criteria** |
| --- | --- |
| **100** | The Bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The Bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The Bidder’s response fully addresses 1 of the 3 component parts (a to c) of the response guidance above. |
| **0** | The Bidder’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.  OR  A response has not been provided to this question. |

**LOT 1, LOT 2 AND LOT 3 QUESTION**

| **QG2 Cost Optimisation LOT 1 LOT 2 & LOT 3**  CCS may require you to provide an element of our Negotiated Programme, Air, Rail and Accommodation, (accommodation for Lot 3 only). We require you to demonstrate how you will manage a fully outsourced global fare/rate negotiated programme and how you would deliver value for money in the outcome.  (Please refer to Attachment 1a Framework Schedule 1 (All Lots Specification), paragraphs 4.1-4.5) | |
| --- | --- |
| **QG2 Response Guidance**  **All Bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing Suite.**  In order to satisfy the requirement, and the question associated with the requirement, you must:  a) Demonstrate how you will leverage your current and future online tools and technology to identify new opportunities for discounted routes or properties as part of managing CCS’s Negotiated Programmes, in line with paragraph 4.3 of Attachment 1a - Framework Schedule 1 (All Lots Specification)  b) Demonstrate how you will proceed with sourcing an element of the CCS negotiated program. This should include details of the RFP process and how you would present data, savings and other additional benefits, together with any recommendations to ensure availability of the rates and value for money.  c) Demonstrate how you will deliver successful outcomes to The Authority as part of the post-RFP ongoing management of a Negotiated Programme. This should include details of how you will manage the key provider relationships and any savings reporting, audits, market comparisons and benchmarking to be carried out. Please refer to paragraphs 4.1 - 4.5 of Attachment 1a - Framework Schedule 1 (All Lots Specification)  Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.  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 the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – **8,000** characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in the text boxes QG2(i),(ii), (iii) and (iv). Each box has a character count of **2,000** characters. | |

| **Marking Scheme** | **Evaluation Criteria** |
| --- | --- |
| **100** | The Bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The Bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The Bidder’s response fully addresses 1 of the 3 component parts (a to c) of the response guidance above. |
| **0** | The Bidder’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.  OR  A response has not been provided to this question. |

**LOT 1, LOT 2 (EVALUATION) AND LOT 3 QUESTION (FOR INFORMATION ONLY)**

| **QH1 Online Booking Tool - LOT 1 LOT 2 & LOT 3**  CCS will require you to provide a completed Attachment 2d - Online Booking Tool Capability Assessment. | |
| --- | --- |
| **QH1 Response Guidance**  **All Bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing Suite.**  In order to satisfy the requirement, and the question associated with the requirement, you must:  You are required to enter your organisation's name in the Cell highlighted in Green, on each of the tabs relating to the Solution you are tendering for.  You are required to enter a response of Yes or No using the drop down box in Column F of each of the tabs relating to the Solution you are tendering for.  Potential Providers must complete the Online Booking System Capability Assessment for each Solution which you are submitting a Tender, even if it is the intention of the Potential Provider to utilise the same Online Booking System for each Solution you are successful for.  You are required to enter a response into each of the cells highlighted Yellow where you are tendering for that solution.  You only need to answer the Overseas Point of Sale question if you are tendering for Lot 1.  Your responses to each question will be used to calculate your score for the Online Booking System Capability Assessment. Please refer to scoring criteria in the Online Booking System Capability Assessment in Columns G, H and I. Please refer to the table as below showing weighting and maximum marks available;   | **Related Lot** | **Question Weighting** | **Maximum Mark Available** | | --- | --- | --- | | **Lot 1** | **5%** | **33** | | **Lot 2** | **25%** | **35** | | **Lot 3** | **Not Scored** | **For Information Only** |   The maximum score available for each question is detailed in Column D on each tab.  Failure to insert a response into a yellow highlighted cell where you are tendering for that Solution may result in your Tender submission being deemed non-compliant. If your Tender is deemed non-compliant, your Tender may be excluded from further participation in this Procurement.  The Authority reserves the right to request a visit to see Potential Providers’ Online Booking Tools prior to contract Award to ensure the responses given in this Online Booking System Capability Assessment are accurate.  **Response**  **Attachment format:** MS Excel please return Attachment 2d - Online Booking Capability Assessment. You must not alter, amend or change the format of this Online Booking System Capability Assessment in any way. You must not insert or attach any notes or comments into any of the worksheets. Any such alteration, amendment, change or additional information will be disregarded by CCS and your Online Booking System Capability Assessment may be deemed non-compliant.  **Images, diagrams, charts and tables:** None Permitted  **Attachment naming convention:** [Question Number] = [Supplier Name]  **Additional attachments permitted: None Permitted**  No additional attachments are permitted; any additional documents submitted will be ignored in the  evaluation of this question. | |