**RM6140 Energy Trading System – Award Questionnaire**

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| **Section** | | **Evaluated** | **Section Weight %** |
| **SECTION A – MANDATORY QUESTIONS** | | | **N/A** |
| AQA1 | Energy Trading System Contract Terms & Conditions | Pass / Fail | N/A |
| AQA2 | Contract Population Template - Attachment 11 | Pass / Fail | N/A |
| AQA3 | Additional Offerings | Not evaluated | N/A |
| AQA4 | Enhanced Technical Support | Not evaluated | N/A |
| **SECTION B – QUALITY QUESTIONS** | | | **30%** |
| AQB1 | Service Delivery | 100,75,50,25,0 | 10% |
| AQB2 | Customer Service | 100,66,33,0 | 10% |
| AQB3 | Account Management | 100,50,0 | 10% |
| **SECTION C – DEMONSTRATION** | | | **30%** |
| AQC1 | Demonstration of the system | 100/0 per component part | 30% |
|  | 1. Demonstration of user experience for Traders    1. trade entry for gas and power    2. position management tools/ reports 2. Demonstration of user experience for Risk    1. trade confirmation    2. basket setup    3. loading demands into baskets    4. loading power and gas curves 3. Demonstration of power user experience    1. System configuration    2. User Access Controls 4. Reporting Capabilities    1. Position management    2. P&L reporting - trade mark to market valuation, open basket position valuation, basket valuation    3. Automated price feed\*   c.1 demonstration of live/delayed  price feed from a broker;  c.2 delayed or live price feed from ICE;  c.3 end of day price curve from ICE   * 1. Risk Reporting functionality\*\* | 100/0  for each individual component part  for more information on scoring please refer to How to Bid document | Each component mark carries a maximum score of 2.5% |
| AQC2a | Selection of the demonstration slot First time slot | Mandatory | N/A |
| AQC2b | Selection of the demonstration slot Second time slot | Mandatory | N/A |
| **SECTION D – PRICING** | | | **40%** |
| AQD1 Card A | Pricing Card A |  | 37.5% |
| AQD1 Card B | Pricing Card B |  | 2.5% |

**All Bidders must answer all questions. You must insert your response into the text fields in the eSourcing Suite**

**SECTION A – MANDATORY QUESTIONS**

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| **AQA1 ENERGY TRADING SYSTEM CONTRACT TERMS & CONDITIONS** | |
| Please select YES to indicate that, in the event you are awarded the Contract, you will unreservedly deliver in full all the relevant services that you have been successfully appointed for as set out in Attachment 3 Specification. | |
| **AQA1 Response Guidance**  You are required to select either option YES or NO from the drop down list associated with this question.  This is a PASS/FAIL question. If you cannot or are unwilling to select YES to this question, you will be excluded from further participation in this procurement.  If you select YES this means you will unreservedly deliver in full all the relevant mandatory services as set out in Attachment 3 Specification and any additional services offered.  If you select NO (or do not answer the question) to indicate that you will not, or cannot, deliver in full all the relevant services as set out in Attachment 3 Specification you will be excluded from further participation in this competition. | |
| **Marking Scheme** | **Evaluation Guidance** |
| PASS | You have selected YES confirming you will unreservedly deliver in full all the relevant mandatory services as set out in Attachment 3 Specification and any additional services offered. |
| FAIL | You have selected NO confirming you will not, or cannot, deliver in full all the relevant services as set out in Attachment 3 Specification and you will be excluded from further participation in this competition.  OR  You have selected YES but included caveats to that response.  OR  You have not provided a response to this question |

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| **AQA2 CONTRACT POPULATION TEMPLATE - ATTACHMENT 11** | |
| Please attach your completed Attachment 11 – Contract Population Template to this question.  Please name the file [Contract Population\_insert your company name] | |
| **AQA2 Response Guidance**  NOTE – THIS IS A PASS/FAIL QUESTION.  If you cannot or are unwilling to agree to attach your contract population template at AQA2, you will be excluded from further participation in this procurement. | |
| **Marking Scheme** | **Evaluation Guidance** |
| PASS | You have uploaded your completed Attachment 11 Contract Population Template to this question and named it accordingly. |
| FAIL | You have not uploaded your completed Attachment 11 Contract Population Template to this question. Therefore your bid will be deemed non- compliant and will not proceed further in this procurement. |

**MANDATORY BUT NOT EVALUATED**

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| **AQA3 ADDITIONAL OFFERINGS** |
| **AQA3 Question**  Please detail what additional services you could offer at no additional cost as part of the core product (mandatory requirements) outlined in Attachment 3 Specification.  Bidders should note that any additional options proposed may be included within the Contract (Attachment 3 Specification) at the Authority’s discretion and would be at no extra cost.  All options proposed within the answer to this question should not be included in any cost projections nor duplicated elsewhere in tender.  **Response Guidance**  Your response should provide a clear and detailed explanation of any additional services your organisation can offer and articulate what benefits each option could bring.  **IF YOU DO NOT HAVE ANY ADDITIONAL SERVICES TO OFFER, YOU MUST STATE N/A**  THIS SECTION IS FOR INFORMATION ONLY AND WILL NOT BE EVALUATED - HOWEVER FAILURE TO PROVIDE A RESPONSE TO THIS QUESTION MAY RESULT IN YOUR BID BEING DEEMED NON-COMPLIANT AND YOUR BID MAY NOT PROCEED FURTHER IN THIS PROCUREMENT.  You may enter up to 4000 characters including spaces and punctuation for question AQA3. Please use up to 1 extra text box (2000 characters per text box) to enter the remainder of your answer to this question. |

**MANDATORY BUT NOT EVALUATED**

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| **AQA4 ENHANCED TECHNICAL SUPPORT** |
| **AQA4 Question**  Please provide details and costs for any enhanced technical support available.  **Response Guidance**  Your response should provide a clear and detailed explanation for any enhanced technical support available and articulate what benefits each option could bring.  **IF YOU DO NOT HAVE ANY ENHANCED TECHNICAL SUPPORT TO OFFER, YOU MUST STATE N/A**  Your response to this question will be included within Attachment 3 Specification in Service Levels and Performance.  THIS SECTION IS FOR INFORMATION ONLY AND WILL NOT BE EVALUATED - HOWEVER FAILURE TO PROVIDE A RESPONSE TO THIS QUESTION MAY RESULT IN YOUR BID BEING DEEMED NON-COMPLIANT AND YOUR BID MAY NOT PROCEED FURTHER IN THIS PROCUREMENT.  You may enter up to 4000 characters including spaces and punctuation for question AQA4. Please use up to 1 extra text box (2000 characters per text box) to enter the remainder of your answer to this question. |

**SECTION B – QUALITY QUESTIONS**

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| **AQB1 SERVICE DELIVERY** | |
| **AQB1 Question**  Please clearly describe in detail the processes you will employ to ensure service delivery, including all component parts listed below in your response:   1. Training to trading and risk teams on use of system, customisation and any applicable administrative functions 2. Assistance/tools provided to help migrate existing data of trades and demands to new system (please refer to Attachment 3 Specification, paragraph 2.7.1) 3. Assistance/tools for setting processes to load price curves for mark to market valuations 4. Assistance/tools for setting up customised position and mark to market reports for Authority's use 5. Assistance/guidance for setting appropriate User Access Controls.   **Response Guidance**  Your response should be limited to each of the component parts of this question. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.  You must not make generalised statements or give irrelevant information. Please attend to layout, spelling, punctuation and grammar.  You may enter up to 8000 characters including spaces and punctuation for question AQB1. Please use up to 4 text boxes (2000 characters per text box) to enter the remainder of your answer to this question.  **No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation.** | |
| **Marking Scheme** | **Evaluation Guidance** |
| 100 | The Bidder’s response fully demonstrates their ability to meet all 5 component parts as detailed in the question above. |
| 75 | The Bidder’s response fully demonstrates their ability to meet 4 component parts as detailed in the question above. |
| 50 | The Bidder’s response fully demonstrates their ability to meet 3 component parts as detailed in the question above. |
| 25 | The Bidder’s response fully demonstrates their ability to meet 2 component parts as detailed in the question above. |
| 0 | The Bidder’s response fully demonstrates their ability to meet 1 or less component parts as detailed in the question above  OR  response has not been provided. |

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| **AQB2 CUSTOMER SERVICE** | |
| **AQB2 Question**  Please clearly describe in detail your customer service support, ensuring to include all component parts listed below in your response:   1. standard customer support service hours included in the core product 2. what the standard support service comprises of 3. what your technical support does and does not cover in the core product. Please specify if this is limited in any way (i.e. x hours a month)   **If the Bidder is offering a discount for CCS hosting on Government Cloud for any of the component parts above, please provide details of any changes to standard support services [Attachment 9 Pricing Matrix, Pricing Card A]**  **Response Guidance**  Your response should be limited to each of the component parts of this question. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.  You must not make generalised statements or give irrelevant information. Please attend to layout, spelling, punctuation and grammar.  You may enter up to 8000 characters including spaces and punctuation for question AQB2. Please use up to 4 text boxes (2000 characters per text box) to enter the remainder of your answer to this question.  **No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation.** | |
| **Marking Scheme** | **Evaluation Guidance** |
| 100 | The Bidder’s response fully demonstrates their ability to meet all 3 component parts as detailed in the question above. |
| 66 | The Bidder’s response fully demonstrates their ability to meet 2 component parts as detailed in the question above. |
| 33 | The Bidder’s response fully demonstrates their ability to meet 1 component part as detailed in the question above. |
| 0 | The Bidder’s response does not fully demonstrate their ability to meet any component parts as detailed in the question above  OR  response has not been provided. |

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| **AQB3 ACCOUNT MANAGEMENT** | |
| **AQB3 Question**  Please provide:   1. Business Continuity and Disaster Recovery (BCDR) Plan 2. Complaints and Escalation Process   **Response Guidance**  You are required to upload two (2) attachments to question AQB3.  You must not give irrelevant information. Please attend to layout, spelling, punctuation and grammar. | |
| **Marking Scheme** | **Evaluation Guidance** |
| 100 | The Bidder has uploaded two (2) attachments detailing their relevant Business Continuity and Disaster Recovery (BCDR) Plan and Complaints and Escalation Process |
| 50 | The Bidder has uploaded one (1) attachment detailing either their relevant Business Continuity Disaster Recovery (BCDR) Plan or their Complaints and Escalation Process |
| 0 | The Bidder has uploaded attachments that do not address Business Continuity and Disaster Recovery (BCDR) Plan nor Complaints and Escalation Process  OR  The Bidder has not uploaded any attachments. |

**SECTION C - DEMONSTRATION**

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| **AQC1 DEMONSTRATION OF THE SYSTEM** | |
| **AQC1 Question**  **Please select YES to indicate that you will take part in the demonstration to present your system.**  **Demonstration dates are specified within the Attachment 1 About the Contract document in section 'Timelines for the competition'.**  The demonstration session will be 120 minutes including any Q&A. The maximum duration of the presentation itself will be 85 minutes.  Demonstration must include:   1. Demonstration of user experience for Traders    1. trade entry for gas and power (2.5 pts)    2. position management tools/ reports (2.5 pts) 2. Demonstration of user experience for Risk    1. trade confirmation (2.5 pts)    2. basket setup (2.5 pts)    3. loading demands into baskets (2.5 pts)    4. loading power and gas curves (2.5 pts) 3. Demonstration of power user (administrator) experience    1. System configuration (2.5 pts)    2. User Access Controls (2.5 pts) 4. Reporting Capabilities    1. Position management (2.5 pts)    2. P&L reporting - trade mark to market valuation, open basket position valuation, basket valuation (2.5 pts)    3. Automated price feed**\***: (demonstrate/roadmap 3 component parts outlined below for 2.5 pts; demonstrate/roadmap 2 component parts outlined below for 2 pts; demonstrate/roadmap 1 component part outlined below for 1.5 pts)       1. demonstration of live/delayed price feed from a broker;       2. delayed or live price feed from ICE;       3. end of day price curve from ICE    4. Risk Reporting functionality currently available**\*\*** (2.5 pts)   **\*** Where price feeds are not available, please provide a roadmap to providing the functionality within 3 months of contract commencement date. You will be required to submit a copy of the roadmap via the messaging facility within the eSourcing suite 48 hours ahead of your allocated demonstration slot.  **\*\*** Please detail risk reporting available in your system currently. Where this does not match CCS reporting requirement as detailed in Attachment 3 Specification, please supplement with a roadmap to providing the functionality within 3 months of contract commencement date.  You will be required to submit a copy of the roadmap via the messaging facility within the eSourcing suite 48 hours ahead of your allocated demonstration slot.  **Response Guidance**  Attendees must not exceed 3 people who will be directly involved in the Contract.  Names and contact details of attendees must be provided via the e-Sourcing suite prior to the demonstration. We will request these when we send the invitations.  If you have selected NO to question AQC1 confirming you will not, or cannot, attend the demonstration to present your system you will be excluded from further participation in this competition.  In relation to points 4c and 4d, if the Bidder has not currently got the functionality within their proposed ETS and the bidder has received an intention to award letter (this Award would be dependent upon the bidder submitting in writing the detailed roadmap as used in the demonstration prior to Award), then the written roadmap will be included in the final Contract as a deliverable. Please note if the bidder has not currently got the functionality within their proposed ETS the bidder will be required to submit a copy of the roadmap via the messaging facility within the eSourcing suite 48 hours ahead of their allocated demonstration slot.  ***Please be advised below scoring will be applicable to each individual component part.*** | |
| **Marking Scheme** | **Evaluation Guidance** |
| 100 | Bidder demonstrates functionality and it is intuitive to use.  Intuitive means:   1. processes are clear, coherent, efficient; 2. entering/ inserting/ editing information is logical and avoids unnecessary steps; 3. data/ information displayed is clear and easily understandable.   In relation to points 4c and 4d where functionality is to be delivered after award, roadmap will be evaluated based on the provision of (but not limited to) the following: a realistic timetable; clear delivery of milestones; draft implementation plan, a project plan and relevant supporting documents such as a RACI, GANT charts etc. Suppliers should ensure timelines and required steps are clearly documented. |
| 0 | Bidder does not demonstrate functionality  OR  Bidder does not address the requirement in the demonstration |

**MANDATORY BUT NOT EVALUATED**

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| **AQC2 SELECTION OF THE DEMONSTRATION SLOT** |
| **AQC2 Question**  **Please complete the Selection option to confirm your two preferred time slots.**  **Please select your first preferred demonstration time slot in question AQC2a. You are also required to select your second preferred demonstration time slot in question AQC2b.**  **Available time slots:**  **a) 17/06/2019 10:30-12:30**  **b) 17/06/2019 14:30-16:30**  **c) 18/06/2019 10:30-12:30**  **d) 18/06/2019 14:30-16:30**  **e) 20/06/2019 10:30-12:30**  **f) 20/06/2019 14:30-16:30**  **Response Guidance**  **You are required to express two unique preferences. CCS will endeavour to take into account your expressed preferences when booking your organisation’s Demonstration slot. After the tenders have been received each bidder will be informed via the e-Sourcing suite messaging facility of the demonstration slot that has been allocated. However CCS cannot guarantee that you will be given your preferred time slot.**  ***Selection of the two preferred time slots for the Demonstration is Mandatory.***  **Please note the contingency demonstrations may be required to be used in the circumstances outlined in the Attachment 1 About the Contract in ‘Timelines for the competition’.** |

**SECTION D - PRICING**

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| **AQD1 PRICING MATRIX** |
| **AQD1 Requirement**  **RESPONSE GUIDANCE**  You must complete Attachment 9 - Pricing Schedule, in line with the guidance in Attachment 2 - How to bid, and the instructions contained within the Pricing Schedule. You must attach your Pricing Schedule to the question below. Please refer to all pricing questions, response guidance, evaluation and marking scheme. These documents state what is required and how the pricing matrix is to be completed.   **READ THESE FIRST BEFORE COMPLETING YOUR PRICING MATRIX** If you fail to attach your completed Pricing Matrix (Attachment 9) your bid may be deemed to be non-compliant and will be excluded from further participation in this Procurement. |