



Crown  
Commercial  
Service

# Attachment 2e - Award Questionnaire

## **RM6194 Back office Software**

Question	Marking Scheme	Weighting
<b>Section A – Mandatory Requirements</b>		
<b>AQA1</b> - Compliance with Deliverables	Pass / Fail	N/A
<b>Section B – Generic Questions</b>		
<b>AQB1</b> - Understanding Buyer and Product Requirements	100 / 66 / 33 / 0	20
<b>AQB2</b> - Solution Support and Account management	100 / 75 / 50 / 25 / 0	24
<b>AQB3</b> - Technical Capability	100 / 66 / 33 / 0	28
<b>AQB4</b> - Security	100 / 66 / 33 / 0	18
<b>AQB5</b> - Effective Stewardship of the Environment	100 / 75 / 50 / 25 / 0	10

## Section A - Mandatory Requirements

AQA1 Compliance with the Deliverables	
<p>If you are awarded a Framework Contract, will you unreservedly deliver in full, the mandatory requirements and Deliverables as set out in Framework Schedule 1 (Specification).</p>	
<p>You must successfully provide ALL the mandatory requirements and Deliverables detailed in Framework Schedule 1 (Specification) of the Terms and Conditions.</p> <p>Please select YES to indicate that, in the event you are awarded the Framework Contract, you will unreservedly deliver in full all the mandatory requirements and Deliverables as set out in Framework Schedule 1 (Specification) of the Terms and Conditions.</p> <p>You are required to select either option YES or NO from the drop down list associated with this question.</p> <p>This is a PASS/FAIL question. If you cannot or are unwilling to select YES to this question, your Bid will Fail and will be excluded from further participation in this Procurement.</p> <p>If you select YES this means you will unreservedly deliver in full all the mandatory requirements and Deliverables as set out in Framework Schedule 1 (Specification) of the Terms and Conditions.</p> <p>If you select NO to indicate that you will not, or cannot, deliver in full all the mandatory requirements and Deliverables as set out in Framework Schedule 1 (Specification) of the Terms and Conditions your Bid will Fail and will be excluded from further participation in this Competition.</p> <p>You must select an option in response to this question. If you do not answer the question, your bid may be excluded from further participation in this procurement.</p>	
Marking Scheme 100/66/33/0	
Marking scheme	Evaluation criteria
<b>PASS</b>	You have selected option 'Yes' confirming that you will unreservedly deliver in full all the mandatory requirements and Deliverables as set out in Framework Schedule 1 (Specification).

<b>FAIL</b>	<p>You have selected 'No' confirming that you will not, or cannot, deliver in full all the mandatory requirements and Deliverables as set out in Framework Schedule 1 (Specification).</p> <p>OR</p> <p>You have not selected either 'Yes' or 'No'</p> <p>OR</p> <p>You have selected 'YES' but included caveats to that response.</p> <p>Please note that if you are awarded a score of Fail for this question you will be deemed to have failed the procurement as a whole and we will reject your bid and you will be excluded from the competition</p>
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## Section B - Generic Questions

<b>AQB1 Understanding Buyer and Product Requirements</b>
<p>Please demonstrate how you will assess and understand a Buyer's requirements in order to make appropriate recommendations for software solutions, as set out at Framework Schedule 1 - Specification, paragraphs 2.1.1, 2.1.6 and 2.1.12.</p>
<p><b>AQB1 Response guidance</b></p> <p><b>All bidders must answer this question.</b>  <b>You must insert your response into the text fields in the eSourcing suite.</b></p> <p><b>Your response must clearly demonstrate:</b></p> <ul style="list-style-type: none"> <li>i) How you conduct the initial assessment of the Buyers organisation needs, including processes and mapping tools used, to ensure you have a comprehensive understanding.</li> <li>ii) How you decide on the products and modules which best meet the Buyer's requirements, from your organisation or from another supplier, including any support services.</li> <li>iii) How you will provide a fully costed quotation that clearly demonstrates to the Buyer the different costs associated with their requirement, over the life of the Contract, including any limitations or assumptions that have been made in arriving at the proposed costs.</li> </ul>

Maximum character count for this response within the e-Sourcing Tool is 6,000 characters in total; including spaces and punctuation. Please note this character count cannot be exceeded within the e-Sourcing Tool. Responses must include spaces between words.

Bidders should refrain from including generalised statements, information not relevant to the topic and information relating to the marketing of your organisation.

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

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

If you receive a score of 0 (zero) for this quality question, we will reject your bid and you will be excluded from the competition.

#### **Marking Scheme 100/66/33/0**

<b>Marking scheme</b>	<b>Evaluation criteria</b>
<b>100</b>	The bidder's response fully addresses all 3 of the component parts (i to iii) of the response guidance above.
<b>66</b>	The bidder's response fully addresses 2 of the 3 component parts (i to iii) of the response guidance above.
<b>33</b>	The bidder's response fully addresses 1 of the 3 component parts (i to iii) of the response guidance above.
<b>0</b>	<p>The bidder's response has not fully addressed any of the 3 component parts (i to iii) of the response guidance above. OR A response has not been provided to this question.</p> <p>If you receive a score of 0 (zero) we will reject your bid and you will be excluded from the competition.</p>

## **AQB2 Solution Support and Account Management**

Please demonstrate how you will ensure the Services you deliver meets the Buyers satisfaction and Service Levels throughout the life of the Contract, as set out at Framework Schedule 1 - Specification, paragraphs 2.1.5, 2.1.8, 2.1.14 and 2.1.17.

### **A1 Response guidance**

**All bidders must answer this question.**

**You must insert your response into the text fields in the eSourcing suite.**

**Your response must clearly demonstrate:**

- i) Your processes and procedures for resolving complaints and issues to the Buyer's satisfaction, including examples of problem solving tools, remedial plans with timelines and communication plans used.
- ii) How you agree and monitor resolution times and obtain Buyer acceptance and sign-off of complaint resolution.
- iii) Your process for determining and developing modifications and improvements to the software in response to an issue raised by the Buyer.
- iv) How you will keep the Buyer informed, once the service has gone live, of new products or Services available to optimise or improve the service offering and reduce costs, including continuous improvement plans and industry developments.
- v) Your process for determining the right resources and capabilities you will put in place to deliver service levels and account management for your Buyer organisation, ensuring these are maintained throughout the life of the contract. Your response must explain how you will incorporate account management plans, team roles and responsibilities documents into your process.

Maximum character count for this response within the e-Sourcing Tool is 10,000 characters in total; including spaces and punctuation. Please note this character count cannot be exceeded within the e-Sourcing Tool. Responses must include spaces between words.

Bidders should refrain from including generalised statements, information not relevant to the topic and information relating to the marketing of your organisation.

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

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

If you receive a score of 0 (zero) for this quality question, we will reject your bid and you will be excluded from the competition.

### Marking Scheme 100/75/50/25/0

Marking scheme	Evaluation criteria
100	The bidder's response fully addresses all 5 of the component parts (i to v) of the response guidance above.
75	The bidder's response fully addresses 4 of the 5 component parts (i to v) of the response guidance above.
50	The bidder's response fully addresses 3 of the 5 component parts (i to v) of the response guidance above.
25	The bidder's response fully addresses 2 of the 5 component parts (i to v) of the response guidance above.
0	<p>The bidder's response has only fully addressed 1 of the component parts (i to v) OR has not fully addressed any of the 5 component parts (i to v) of the response guidance above.</p> <p>OR</p> <p>A response has not been provided to this question</p> <p>If you receive a score of 0 (zero) we will reject your bid and you will be excluded from the competition.</p>

### **AQB3 Technical Capability**

Please demonstrate how you obtain the best expertise for providing the Deliverables under a Framework Call-Off Contract, as set out in Framework Schedule 1 - Specification, paragraphs 2.1.1, 2.1.2 and 2.1.8.  
Including how you will ensure that you have access to expertise and knowledge from developers of the products and services you sell.

### **AQB3 Response guidance**

**All bidders must answer this question.**

**You must insert your response into the text fields in the eSourcing suite.**

**Your response must clearly demonstrate:**

- i) How do you ensure that Buyers obtain the best possible outcomes by being able to call upon the product knowledge of the developer?
- ii) How you develop and maintain and develop a product which has the characteristics, capabilities and constraints of the main products you use as the basis for solutions offered to Buyers; and
- iii) How you will determine and deliver any configuration requirements to integrate your software with the Buyer's systems, taking account of security aspects, including what technical resources or developer knowledge you will have available to call upon.

Maximum character count for this response within the e-Sourcing Tool is 6,000 characters in total; including spaces and punctuation. Please note this character count cannot be exceeded within the e-Sourcing Tool. Responses must include spaces between words.

Bidders should refrain from including generalised statements, information not relevant to the topic and information relating to the marketing of your organisation.

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

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

If you receive a score of 0 (zero) for this quality question, we will reject your bid and you will be excluded from the competition.

<b>Marking Scheme 100/66/33/0</b>	
<b>Marking scheme</b>	<b>Evaluation criteria</b>
<b>100</b>	The bidder's response fully addresses all 3 of the component parts (i to iii) of the response guidance above.
<b>66</b>	The bidder's response fully addresses 2 of the 3 component parts (i to iii) of the response guidance above.
<b>33</b>	The bidder's response fully addresses 1 of the 3 component parts (i to iii) of the response guidance above.
<b>0</b>	<p>The bidder's response has not fully addressed any of the 3 component parts (i to iii) of the response guidance above. OR A response has not been provided to this question.</p> <p>If you receive a score of 0 (zero) we will reject your bid and you will be excluded from the competition.</p>

## AQB4 Security

Please demonstrate how you effectively manage the security of your organisation whilst providing the Deliverables under a Framework Call- Off Contract, as set out in Framework Schedule 1 - Specification, paragraph 3 section (f) Information Security and Cyber Essentials.

Including how will you ensure effective staff and facilities security throughout the lifetime of the Framework Contract and any Call- Off Contracts in line with the Government Security Policy Framework:

(<https://www.gov.uk/government/publications/security-policy-framework>):

### AQB4 Response guidance

**All bidders must answer this question.**

**You must insert your response into the text fields in the eSourcing suite.**

**Your response must clearly demonstrate:**

- i) Your process for identifying and monitoring security threats and vulnerabilities, including how you evaluate the level of risk and implement appropriate controls.
- ii) how you will assess the relevant skills of your staff and provide appropriate training as required in order to ensure that your organisation complies with Government Security Standards and the Security Policy Framework
- iii) How will you ensure a culture of security management in your organisation, including detailing how your senior management drives security awareness and mitigation of security risks within your organisation and your supply chain?

Maximum character count for this response within the e-Sourcing Tool is 6,000 characters in total; including spaces and punctuation. Please note this character count cannot be exceeded within the e-Sourcing Tool. Responses must include spaces between words.

Bidders should refrain from including generalised statements, information not relevant to the topic and information relating to the marketing of your organisation.

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

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

If you receive a score of 0 (zero) for this quality question, we will reject your bid and you will be excluded from the competition.

Marking Scheme 100/66/33/0	
Marking scheme	Evaluation criteria
100	The bidder's response fully addresses all 3 of the component parts (i to iii) of the response guidance above.
66	The bidder's response fully addresses 2 of the 3 component parts (i to iii) of the response guidance above.
33	The bidder's response fully addresses 1 of the 3 component parts (i to iii) of the response guidance above.
0	<p>The bidder's response has not fully addressed any of the 3 component parts (i to iii) of the response guidance above. OR A response has not been provided to this question.</p> <p>If you receive a score of 0 (zero) we will reject your bid and you will be excluded from the competition.</p>

## AQB5 Effective Stewardship of the Environment

Describe your organisation's contributions to support environmental protection and improvement. This may include net zero greenhouse gas emissions, energy efficiency, waste management etc.

You may want to refer to section 4.2.1 'Environmental Sustainability' of the Framework Schedule 1 - Specification to better understand our environmental and social value priorities for this Framework Contract.

### AQB5 Response guidance

**All bidders must answer this question.**

**You must insert your response into the text fields in the eSourcing suite.**

Your response must clearly demonstrate;

- a) how your organisation supports environmental protection and improvement in relation to its corporate policies and internal operations, and
- b) how you expect your organisation's contributions to environmental protection to be implemented and add value in any Call-Off Contracts you undertake.

Your response must clearly demonstrate a) and b) across the following activities within the component parts;

- i) How you engage with customers to understand their environmental priorities.
- ii) What activities you lead or contribute to which enable a collaborative way of working with relevant stakeholders, including any industry or professional bodies, research bodies and your supply chain.
- iii) What activities you enact to influence staff, suppliers, communities and/or any other appropriate organisations (e.g. charities, local interest groups).
- iv) What progress you plan to make in relation to your environmental priorities and how you will measure them, specifically where you expect your policies to be in two years time and five years time.

Maximum character count for this response within the e-Sourcing Tool is 8,000 characters in total; including spaces and punctuation. Please note this character count cannot be exceeded within the e-Sourcing Tool. Responses must include spaces between words.

Bidders should refrain from including generalised statements, information not relevant to the topic and information relating to the marketing of your organisation.

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

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

If you receive a score of 0 (zero) for this quality question, we will reject your bid and you will be excluded from the competition.

#### **Marking Scheme 100/75/50/25/0**

<b>Marking scheme</b>	<b>Evaluation criteria</b>
<b>100</b>	The bidder's response fully addresses all 4 of the component parts (i to iv) of the response guidance above.
<b>75</b>	The bidder's response fully addresses 3 of the 4 component parts (i to iv) of the response guidance above.
<b>50</b>	The bidder's response fully addresses 2 of the 4 component parts (i to iv) of the response guidance above.
<b>25</b>	The bidder's response fully addresses 1 of the 4 component parts (i to iv) of the response guidance above.
<b>0</b>	<p>The bidder's response has not fully addressed any of the 4 component parts (i to iv) of the response guidance above. OR A response has not been provided to this question.</p> <p>If you receive a score of 0 (zero) we will reject your bid and you will be excluded from the competition.</p>