AWARD QUESTIONNAIRE RESPONSE GUIDANCE, EVALUATION AND MARKING SCHEME

FM ASSURANCE SERVICES (HELPDESK AND CAFM)
FRAMEWORK AGREEMENT

REFERENCE NUMBER

RM3720

ATTACHMENT 3

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AWARD QUESTIONNAIRE RESPONSE GUIDANCE, EVALUATION AND MARKING SCHEME

1   INTRODUCTION

1.1   This document provides an overview of the methodology which will be adopted by the Authority to evaluate your response to each question set out within the Award Questionnaire. It also sets out the Marking Scheme which will apply. For the avoidance of doubt, references to "you" in this document shall be references to the Potential Provider.

1.2   The defined terms used in the ITT document (Attachment 1) shall apply to this document.

2   OVERVIEW

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

SECTION A – MANDATORY REQUIREMENTS

SECTION B – SCORED QUESTIONS

SECTION C – TECHNICAL

2.2   If you fail to provide a response to any applicable question of the Award Questionnaire, your Tender may be deemed to be non-compliant. If a Tender is deemed to be non-compliant, the Tender will be rejected and excluded from further participation in this Procurement.

2.3   A summary of all the questions contained within the Award Questionnaire, along with the Marking Scheme and Maximum Score Available for each question is set out below:

Section		Marking Scheme	Weighted Score Available
SECTION A – MANDATORY QUESTIONS			
AQA1	MANDATORY REQUIREMENTS	Pass/Fail	N/A
SECTION B – SCORED QUESTIONS			
AQB1	STAFF RECRUITMENT AND TRAINING	0/33/66/100	20%
AQB2	CONTINUOUS IMPROVEMENT	0/33/66/100	15%
AQB3	RISK MANAGEMENT	0/33/66/100	15%
AQB4	FM SERVICES ASSURANCE	0/25/50/75/100	25%
AQB5	CAFM SYSTEM INTEGRATION AND MANAGEMENT	0/33/66/100	25%

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SECTION C – TECHNICAL INFORMATION			
AQC1	CAFM SYSTEM INFORMATION	For information only	N/A
AQC2	MIDDLEWARE INFORMATION	For information only	N/A
AQC3	HOSTING INFORMATION	For information only	N/A

SECTION A – MANDATORY QUESTIONS
[AQA1] COMPLIANCE WITH FRAMEWORK AGREEMENT SCHEDULE 2: SERVICES AND KEY PERFORMANCE INDICATORS PART A: SERVICES
Please indicate by selecting either option **YES** or **NO,** that in the event you are awarded a place on the Framework Agreement, whether you will or will not, unreservedly deliver in full, all the mandatory Service requirements as set out in Framework Agreement Schedule 2 (Services and Key Performance Indicators) Part A: Services. **YES -** You will, unreservedly deliver in full, all the mandatory Service requirements as set out in Framework Agreement Schedule 2 (Services and Key Performance Indicators) Part A: Services. **NO -** You will not, or cannot, deliver in full, all the mandatory Service requirements as set out in Framework Agreement Schedule 2 (Services and Key Performance Indicators) Part A: Services.
[AQA1] Response Guidance **This is a PASS/FAIL question. If you cannot or are unwilling to select YES to this question, you will be disqualified from further participation in this Procurement.** You are required to select either option **YES** or **NO** from the drop down list associated with this question. Providing a **YES** response means the Potential Provider will, unreservedly deliver in full, all the mandatory Service requirements as set out in Framework Agreement Schedule 2 (Services and Key Performance Indicators). If the Potential Provider selects **NO** (or does not answer the question) to indicate that they will not, or cannot, deliver in full, all the mandatory Service requirements as set out in Framework Agreement Schedule 2 (Services and Key Performance Indicators) Part A: Services, then the Potential Provider will be disqualified from further participation in this Procurement.

Marking Scheme	Evaluation Guidance
PASS	The Potential Provider has confirmed that they will, unreservedly deliver in full, all the mandatory Service requirements as set out in Framework Agreement Schedule 2 (Services and Key Performance Indicators) Part A: Services.
FAIL	The Potential Provider has confirmed that they will not, or cannot, deliver in full, all the mandatory Service requirements as set out in Framework Agreement Schedule 2 (Services and Key Performance Indicators) Part A: Services. OR

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	The Potential Provider has not selected either **YES** or **NO**.

SECTION B – SCORED QUESTIONS

[AQB1] STAFF RECRUITMENT AND TRAINING

The Authority requires that the Potential Provider ensures that the calibre of staff appointed to deliver the high levels of service needed to fulfil the requirements of the CAFM service, including the CAFM Helpdesk; poses the necessary skill set and experience and are fully trained in this specific area of expertise as required under this Framework Agreement.

Maximum character count – 8192 character including spaces and punctuation.

[AQB1] Response Guidance

All Potential Providers must answer this question.

You must insert your response into the text box(s) in the e-Sourcing Suite.

Your response should clearly demonstrate the processes that you shall have in place to ensure the appropriate recruitment, retention and training of all staff who are to be appointed to support the fulfilment of the CAFM Service including the CAFM Helpdesk:

Your response must :

1. Describe how you recruit and retain staff within your organisation who shall be deployed in the delivery of the CAFM service requirements including the CAFM Helpdesk

2. Describe how you shall ensure that during periods of increased demand the appropriate number of staff with the requisite skills are available to provide the necessary support to the CAFM Helpdesk

3. Describe the skills development plan you shall have in place to ensure that all staff who are deployed with the delivery of all the CAFM service requirements are trained and possess all of the necessary skills

Responses should be limited to, and focused on each of the component parts of the question posed (1 to 3). Potential Providers should refrain from making generalised statements and providing information not relevant to the topic. Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (1 to 3) you are responding to.

Maximum character count – 8192 characters including spaces and punctuation. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

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

Marking Scheme	Evaluation Guidance

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100	The Potential Provider's response fully addresses **ALL** 3 of the component parts of the Response Guidance above, demonstrating with evidence their full ability to meet the Requirement against the relevant criteria and within the stated character limit.
66	The Potential Provider's response has only fully addressed 2 of the 3 component parts of the Response Guidance above, demonstrating with evidence their partial ability to meet the Requirement against the relevant criteria and within the stated character limit.
33	The Potential Provider's response has only fully addressed 1 of the 3 component parts of the Response Guidance above, demonstrating with evidence their partial ability to meet the Requirement against the relevant criteria and within the stated character limit.
0	The Potential Provider's response has **NOT** fully addressed any of the 3 component parts of the Response Guidance above, demonstrating limited ability to meet the Requirement or no ability to meet the Requirement **OR** A response has not been provided to this question.

[AQB2] CONTINUOUS IMPROVEMENT

The Authority requires that the Potential Provider clearly demonstrates how they shall identify new and /or potential improvements to the provision of the CAFM Service, including the CAFM Helpdesk; by working together with the Contracting Authority and Contracting Authorities to drive continuous improvement throughout the duration of the Framework Agreement.

Maximum character count – 8192 characters including spaces and punctuation.

[AQB2] Response Guidance

All Potential Providers must answer this question.

You must insert your response into the text box(s) in the e-Sourcing Suite.

Your response should clearly demonstrate how you shall identify new and potential added value improvements to the provision of the CAFM Service, including the CAFM Helpdesk:

Your response must :

1. Describe how you shall adopt a pro-active approach to cost reduction, and other efficiency initiatives associated with the provision of the Service

2. Describe the process you shall have in place to share lessons learnt, so that all Contracting Authorities using the Framework Agreement can adopt best practice proven procedures

3. Describe the process you will have in place to measure the benefits derived from efficiency and other added value initiatives you have identified to the Contracting Authority and Contracting Authorities

Responses should be limited to, and focused on each of the component parts of the question posed (1 to 3). Potential Providers should refrain from making generalised statements and providing information not relevant to the topic. Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address

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each of the component parts in this response guidance in the order they are listed above and highlight which part (1 to 3) you are responding to.

Each of the component parts in this response guidance in the order they are listed above and highlight which part (i to iv) you are responding to.

Maximum character count – 8192 characters including spaces and punctuation. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

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

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response fully addresses **ALL** of the component parts of the Response Guidance above, demonstrating with evidence their full ability to meet the Requirement against the relevant criteria and within the stated character limit.
66	The Potential Provider's response has only fully addressed 2 of the 3 component parts of the Response Guidance above, demonstrating with evidence their partial ability to meet the Requirement against the relevant criteria and within the stated character limit.
33	The Potential Provider's response has only fully addressed 1 of the 3 component parts of the Response Guidance above, demonstrating with evidence their partial ability to meet the Requirement against the relevant criteria and within the stated character limit.
0	The Potential Provider's response has **NOT** fully addressed any of the 3 component parts of the Response Guidance above, demonstrating limited ability to meet the Requirement or no ability to meet the Requirement **OR** A response has not been provided to this question.

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[AQB3] RISK MANAGEMENT

The Authority requires that the Potential Provider clearly demonstrates how they shall adopt a pro-active approach to the management of risks associated with the provision of the CAFM Service, including the CAFM Helpdesk under this Framework Agreement;

Maximum character count – 8192 character including spaces and punctuation.

[AQB3] Response Guidance

All Potential Providers must answer this question.

You must insert your response into the text box(s) in the e-Sourcing Suite.

Your response should clearly demonstrate how you shall identify, record and manage business critical risks associated with provision of the CAFM Service, including the CAFM Helpdesk under this Framework Agreement:

Your response must :

1. Describe the process you shall have in place to ensure the early identification and course of pre-emptive actions you shall take in the spotting of trends; that ultimately may result in a business critical risk to the fulfilment of the CAFM Service

2. Describe how you shall record details of business critical risk, including your approach to risk categorisation and risk mitigation strategies

3. Describe the process you will have in place to ensure that effective risk mitigations takes place and how you will create early awareness of potential business risks with Contracting Authority and Contracting Authorities

Responses should be limited to and focused on the specific question posed. Potential Provider's should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation. Attachments and additional documents will not be taken into account.

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 points in this Response Guidance in the order they are listed above and highlight which point (1 to 3) you are responding to.

Maximum character count – A maximum of 8192 characters have been allocated for this question including spaces and punctuation. This character account cannot be exceeded in the system. Responses must include spaces between words and Potential Providers should be aware that bullet point formatting may use multiple characters.

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response fully addresses **ALL** of the component parts of the Response Guidance above, demonstrating with evidence their full ability to meet the Requirement against the relevant criteria and within the stated character limit.

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66	The Potential Provider's response has only fully addressed 2 of the 3 component parts of the Response Guidance above, demonstrating with evidence their partial ability to meet the Requirement against the relevant criteria and within the stated character limit.
33	The Potential Provider's response has only fully addressed 1 of the 3 component parts of the Response Guidance above, demonstrating with evidence their partial ability to meet the Requirement against the relevant criteria and within the stated character limit.
0	The Potential Provider's response has **NOT** fully addressed any of the 3 component parts of the Response Guidance above, demonstrating limited ability to meet the Requirement or no ability to meet the Requirement **OR** A response has not been provided to this question.

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[AQB4] FM SERVICES ASSURANCE

The Authority requires that the Potential Provider clearly demonstrates the processes they have in place to measure and monitor the performance of the FM Suppliers, providing independent analysis of the FM Suppliers' operational delivery, as derived from the CAFM data.

Maximum character count – 12288 characters including spaces and punctuation.

[AQB4] Response Guidance

All Potential Providers must answer this question.

You must insert your response into the text box(es) in the e-Sourcing Suite.

Your response must clearly demonstrate how you will assure the accuracy of the operational data, independently of the FM Supplier, to ensure Contracting Authority confidence in the delivery of services and related service delivery data:

Your response must:

1. Describe how you will ensure that the CAFM system is populated with the required Asset and service data, and ensure that the data is accurately recorded and maintained within the CAFM system for the duration of the Contract.

2. Describe how you will use the data within the CAFM system to manage delivery of the required FM Work Orders with all FM Suppliers, to meet the Service Level Agreement and Planned Preventative Maintenance targets within each FM Supplier's Contract.

3. Describe how you will monitor and report on FM Supplier activity against Planned Preventative Maintenance schedules and statutory requirements.

4. Describe how you will provide the analysis and the technical expertise for the independent performance measurement of the operational delivery of the FM Supplier, to enable effective Contracting Authority management of FM Suppliers.

Responses should be limited to, and focused on each of the component parts of the question posed (1 to 4). Potential Providers should refrain from making generalised statements and providing information not relevant to the topic. Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (1 to 4) you are responding to.

There is a Maximum of 12228 characters that has been allocated for this question. This character count cannot be exceeded any additional characters over the maximum character count will not be evaluated.

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response fully addresses **ALL** of the component parts of the Response Guidance above, demonstrating with evidence their full ability to meet the Requirement against the relevant criteria and within the stated character limit.
75	The Potential Provider's response has only fully addressed 3 of the 4 component parts of the Response Guidance above, demonstrating with evidence their partial ability to meet the Requirement against the relevant criteria and within the stated character limit.

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50	The Potential Provider's response has only fully addressed 2 of the 4 component parts of the Response Guidance above, demonstrating with evidence their partial ability to meet the Requirement against the relevant criteria and within the stated character limit.
25	The Potential Provider's response has only fully addressed 1 of the 4 component parts of the Response Guidance above, demonstrating with evidence their partial ability to meet the Requirement against the relevant criteria and within the stated character limit
0	The Potential Provider's response has NOT fully addressed any of the 4 component parts of the Response Guidance above, demonstrating limited ability to meet the Requirement or no ability to meet the Requirement OR A response has not been provided to this question.

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[AQB5] – CAFM SYSTEM INTERGRATION AND MANAGEMENT
The Authority requires that the Potential Provider ensures the provision of an integrated solution which links their own helpdesk function, the CAFM system and the Contracting Authority's and FM Suppliers' systems to deliver the high levels of service needed to fulfil the requirements. **Maximum character count – 8192 character including spaces and punctuation**.

[AQB5] Response Guidance

All Potential Providers must answer this question.

You must insert your response into the text box(es) in the e-Sourcing Suite.

Your response should demonstrate how you will ensure that the proposed CAFM System has the required functionality to effectively interface with Contracting Authority systems and FM Supplier(s) CAFM systems, to support the delivery of FM Services across the Contracting Authority's property estate.

Your response should clearly demonstrate:

1. Describe your approach to the design of your CAFM System to ensure integration with FM Suppliers' CAFM systems is achieved;
2. Describe how you will manage the integration of your CAFM system with the Contracting Authority's IT systems and processes;
3. Describe how you will identify and manage the specific systems related risks associated with the integration of the CAFM system with the Contracting Authority's and FM Suppliers' IT systems.

Responses should be limited to, and focused on each of the component parts of the question posed (1 to 3). Potential Providers should refrain from making generalised statements and providing information not relevant to the topic. Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (1 to 3) you are responding to.

Maximum character count – 8192 characters including spaces and punctuation. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

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

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response fully addresses **ALL** of the component parts (i.e. i to iii above) of the Response Guidance above.
66	The Potential Provider's response has only fully addressed 2 of the 3 component parts (i.e. i to iii above) of the Response Guidance above.

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33	The Potential Provider's response has only fully addressed 1 of the 3 component part (i.e. i to iii above) of the Response Guidance above.
0	The Potential Provider's response has not fully addressed any of the 3 component parts (i.e. i to iii above) of the Response Guidance above. OR The question has not been answered.

SECTION C – TECHNICAL INFORMATION

[AQC1] CAFM System Information

The Authority requires the Potential Provider to provide a CAFM System that is able to deliver the requirements of Schedule 2.

Please provide the following information directly into the table provided within the eSourcing Suite in relation to the CAFM system that you intend to use to carry out the services.

CAFM system platform e.g. Maximo, Planon.

Latest version of the platform to be used.

[AQC1] Response Guidance

This question will not be evaluated or scored, but the information is required should you be successful in this procurement process.

[AQC2] Middleware Information

The Authority requires the Potential Provider to provide an interface or Middleware solution to enable reliable and effective data transfer in real time between the Supplier's CAFM System and the FM Supplier's CAFM System.

Please provide the following information directly into the table provided within the eSourcing Suite in relation to the Middleware/interface software that you intend to use to carry out the services.

Middleware/interface software

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[AQC2] Response Guidance

This question will not be evaluated or scored, but the information is required should you be successful in this procurement process.

[AQC3] Hosting Information

The Authority requires the Potential Provider to provide data hosting.

Please provide the following information directly into the table provided within the eSourcing Suite in relation to the hosting that you intend to use to carry out the services.

Is Hosting in-house or outsourced

Hosting technologies to be used to develop the application (where relevant) for example Oracle.

The Tier Definition for the data centre to be used for the hosting of the CAFM system.
(Where tier identification is conducted through self-assessment, this must be clearly noted and the supplier must commit to providing visibility of workings if requested).

Geographical location of hosting services.

[AQC3] Response Guidance

This question will not be evaluated or scored, but the information is required should you be successful in this procurement process.

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