

2 Technical Envelope					
2.1 Section A - Generic Questions					
	Note	Note Details			
2.1.1	Section A Guidance	Bidders wishing to bid for Lot 1, Lot 2, Lot 3, Lot 4 or a combination of those Lots must complete section A			
2.1.2	Question AQA1 Framework management	How will you provide effective framework management for the duration of the Framework Contract and any Call Off Contracts?			
2.1.3	AQA1 Response Guidance	<p>Please demonstrate how you will provide effective framework management in respect of the Framework Contract and Call Off Contracts by fully addressing component parts (i) to (iii) below.</p> <p>To satisfy the requirement and associated question, your response must set out and demonstrate clearly:</p> <p>i) How you will make customers aware of the agreement and its benefits to them and manage conflicts of interest with other framework agreements and routes to market that you are part of;</p> <p>ii) How will you work with CCS to meet our growth ambitions in line with Pls in Framework Schedule 4, managing and monitoring your performance against these Pl's and identify actions for improvement;</p> <p>iii) Your commitment to responding to further competitions by clearly describing your process for qualifying, prioritising and allocating resources to respond to tenders;</p>			
2.1.4	AQA1 - Response Guidance Continued	<p>Maximum character count for the response – 8000 characters including spaces and punctuation (within the e-sourcing suite please submit your response in the four 2000 character texts boxes available for this question). Please note this character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.</p> <p>bidders should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.</p> <p>You may include sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.</p> <p>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 (i to iii) you are responding to.</p>			
2.1.5	AQA1 Marking Sheme	<p>100 - The bidder's response fully addresses all 3 of the component parts (i to iii) of the response guidance above, illustrating that the bidder has a comprehensive understanding of the component parts which provides CCS with complete confidence that the bidder is capable of successful delivery.</p> <p>60 - The bidder's response addresses 2 of the 3 component parts (i to iii) of the response guidance above, illustrating that the bidder has an understanding of the component parts which provides CCS with confidence that the bidder is capable of successful delivery.</p> <p>30 - The bidder's response addresses 1 of the 3 component parts (i to iii) of the response guidance above, illustrating that the bidder has some understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery</p> <p>0 - The bidder's response has not fully addressed any of the 3 component parts (i to iii) of the response guidance above. The response provides CCS with no confidence that the bidder is capable of successful delivery OR a response has not been provided to this question. If you receive a zero (0) we will reject your bid and you will be excluded from the competition.</p>			
	Question	Description	Response Type	Response Guide	Response
2.1.6	AQA1 Bidder Response	Please Insert Response to AQA1	Text	Enter plain text	
2.1.7	AQA1 Response Continued.	Please Insert Response to AQA1	Text	Enter plain text	
2.1.8	AQA1 Response continued.	Please Insert Response to AQA1	Text	Enter plain text	
2.1.9	AQA1 Response Continued.	Please Insert Response to AQA1	Text	Enter plain text	
	Note	Note Details			
2.1.10	AQA2 Security Management	CCS requires you to demonstrate how you proactively design and manage the security of your organisation whilst providing the Deliverables under the Framework Contract			
2.1.11	AQA2 Response Guidance	<p>Please demonstrate how you will 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) by fully addressing component parts (i) to (v) below.</p> <p>Your response must meet the requirements specified in Framework Schedule 1 Specification.</p> <p>To satisfy the requirement and associated question, your response must set out and demonstrate clearly:</p> <p>i) How you will identify security threats and vulnerabilities and implement appropriate controls;</p> <p>ii) How you will ensure that accountability for Security Risk Management is driven at board level and your processes for ensuring that action is taken when issues occur;</p> <p>iii) How will you ensure that Security Management is part of your culture and that ALL relevant staff have appropriate awareness and training relating to the Security Policy Framework and how will relevant staff be identified;</p> <p>iv) The processes you will use for staff clearing/vetting systems when required, including how you will ensure HR and security policies are aligned, how you will evaluate areas of risk and the corresponding levels of vetting;</p> <p>v) How you will ensure that your supply chain utilised in the delivery of contracts under this agreement have the same capability to meet these requirements, including your process for effectively monitoring compliance;</p> <p>PLEASE NOTE: This requirement should be answered whether or not the use of Subcontractors and third parties is anticipated at this stage. If you do not anticipate using Subcontractors or third parties and your response does not take into account Subcontractors or third parties you will not be awarded marks for this component part (v).</p>			
2.1.12	AQA2 Response Guidance Continued	<p>Maximum character count for the response – 8000 characters including spaces and punctuation (within the e-sourcing suite please submit your response in the four 2000 character texts boxes available for this question). Please note this character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.</p> <p>bidders should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.</p> <p>You may include sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.</p> <p>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 (i to v) you are responding to.</p>			

2.1.13	AQA2 Marking Scheme	<p>100 - The bidder's response fully addresses all 5 of the component parts (i to v), of the response guidance above, illustrating that the bidder has a comprehensive understanding of the component parts which provides CCS with complete confidence that the bidder is capable of successful delivery.</p> <p>60 - The bidder's response addresses 4 of the 5 component parts (i to v) of the response guidance above, illustrating that the bidder has an understanding of the component parts which provides CCS with confidence that the bidder is capable of successful delivery.</p> <p>40 - The bidder's response addresses 3 of the 5 component parts (i to v) of the response guidance above, illustrating that the bidder has some understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery</p> <p>20 - The bidder's response addresses 2 of the 5 component parts (i to v) of the response guidance above, illustrating that the bidder has limited understanding of the component parts which provides CCS with minimal confidence that the bidder is capable of successful delivery</p> <p>0 - The bidder's response addresses 1 of the 5 component parts (i-v) of the response guidance above, or has not fully addressed any of the 5 component parts (i to v) of the response guidance above. The response provides CCS with no confidence that the bidder is capable of successful delivery OR a response has not been provided to this question. If you receive a zero (0) we will reject your bid and you will be excluded from the competition.</p>			
	Question	Description	Response Type	Response Guide	Response
2.1.14	AQA2 Bidder Response	Please Insert Response to AQA2	Text	Enter plain text	
2.1.15	AQA2 Bidder Response Continued	Please Insert Response to AQA2	Text	Enter plain text	
2.1.16	AQA2 Bidder Response Continued	Please Insert Response to AQA2	Text	Enter plain text	
2.1.17	AQA2 Bidder Response Continued	Please Insert Response to AQA2	Text	Enter plain text	
	Note	Note Details			
2.1.18	AQA3 Buyer Service and Satisfaction	How will you will ensure consistent delivery of services that meet the Framework PIs and provide Buyer satisfaction.			
2.1.19	AQA3 Response Guidance	<p>Please describe the process you will use for delivering successful Buyer service and satisfaction; Your response must fully address component parts (i) to (iii) below.</p> <p>To satisfy the requirement and associated question, your response must set out and demonstrate clearly:</p> <p>i) How you will allocate account management resource to a Buyer organisation and make the Buyer aware of the levels of service available to them, the reasons for this and means of contacting your business;</p> <p>ii) Your process for effectively resolving complaints and issues, including getting Buyer sign-off and/or acceptance of complaint resolution;</p> <p>iii) How you will measure Buyer satisfaction of the quality and value of the Deliverables you are providing, identifying and prioritise improvements in order to ensure that you consistently meet the PI of 90% customer satisfaction;</p>			
2.1.20	AQA3 Response Guidance Continued	<p>Maximum character count for the response – 8000 characters including spaces and punctuation (within the e-sourcing suite please submit your response in the four 2000 character texts boxes available for this question). Please note This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.</p> <p>bidders should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.</p> <p>You may include sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.</p> <p>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 (i to iii) you are responding to.</p>			
2.1.21	AQA3 Marking Scheme	<p>100 - The bidder's response fully addresses all 3 of the component parts (i to iii), of the response guidance above, illustrating that the bidder has a comprehensive understanding of the component parts which provides CCS with complete confidence that the bidder is capable of successful delivery.</p> <p>60 - The bidder's response addresses 2 of the 3 component parts (i to iii) of the response guidance above, illustrating that the bidder has an understanding of the component parts which provides CCS with confidence that the bidder is capable of successful delivery.</p> <p>30 - The bidder's response addresses 1 of the 3 component parts (i to iii) of the response guidance above, illustrating that the bidder has some understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery</p> <p>0 -The bidder's response has not fully addressed any of the 3 component parts (i to iii) of the response guidance above. The response provides CCS with no confidence that the bidder is capable of successful delivery OR a response has not been provided to this question. If you receive a zero (0) we will reject your bid and you will be excluded from the competition.</p>			
	Question	Description	Response Type	Response Guide	Response
2.1.22	AQA3 Bidder Response	Please Insert Response to AQA3	Text	Enter plain text	
2.1.23	AQA3 Bidder Response Continued	Please Insert Response to AQA3	Text	Enter plain text	
2.1.24	AQA3 Bidder Response Continued	Please Insert Response to AQA3	Text	Enter plain text	
2.1.25	AQA3 Bidder Response Continued	Please Insert Response to AQA3	Text	Enter plain text	
	Note	Note Details			
2.1.26	AQA4 Management of Subcontractors	How you will effectively manage the use of sub-contracting in the delivery of Goods and related Services in order to fulfil Buyer requirements and how will you manage your supply chain in relation to this contract.			

2.1.27	AQA4 Response Guidance	<p>AQA4 Response Guidance</p> <p>This requirement should be answered whether or not use of Subcontractors is anticipated at this stage. If you do not anticipate using Subcontractors, and do not provide a response to this question you will score zero.</p> <p>Describe your process for the management of Subcontractors and other suppliers that may be required to support in the delivery of Goods and/or Services, during the lifetime of the Framework Contract and Call Off Contracts, from selection and approval to monitoring performance and measuring the quality of the service provided.</p> <p>To satisfy the requirement and associated question, your response must set out and demonstrate clearly:</p> <p>i) How you will select and monitor subcontractors or 3rd party suppliers used in delivery of Goods and/or Services under this agreement to ensure they meet their obligations in relation to the Modern Slavery Act and the Equalities Act;</p> <p>ii) Your procedure for assessing the financial stability, insurances and qualifications of Subcontractors and how you will manage and mitigate Customer's risks based on the results;</p> <p>iii) Your process to monitor and manage the performance of your subcontractors including any feedback mechanisms from customers, any KPIs used to measure performance, any standard rectification procedures and how you would instigate performance improvement plans;</p>			
2.1.28	AQA4 Response Guidance Continued	<p>Maximum character count for the response – 8000 characters including spaces and punctuation (within the e-sourcing suite please submit your response in the four 2000 character texts boxes available for this question). Please note This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.</p> <p>bidders should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.</p> <p>You may include sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.</p> <p>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 (i to iii) you are responding to.</p>			
2.1.29	AQA4 Marking Scheme	<p>100 - The bidder's response fully addresses all 3 of the component parts (i to iii), of the response guidance above, illustrating that the bidder has a comprehensive understanding of the component parts which provides CCS with complete confidence that the bidder is capable of successful delivery.</p> <p>60 - The bidder's response addresses 2 of the 3 component parts (i to iii) of the response guidance above, illustrating that the bidder has an understanding of the component parts which provides CCS with confidence that the bidder is capable of successful delivery.</p> <p>30 - The bidder's response addresses 1 of the 3 component parts (i to iii) of the response guidance above, illustrating that the bidder has some understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery</p> <p>0 -The bidder's response has not fully addressed any of the 3 component parts (i to iii) of the response guidance above. The response provides CCS with no confidence that the bidder is capable of successful delivery OR a response has not been provided to this question. If you receive a zero (0) we will reject your bid and you will be excluded from the competition.</p>			
	Question	Description	Response Type	Response Guide	Response
2.1.30	AQA4 Bidder Response	Please Insert Response to AQA4	Text	Enter plain text	
2.1.31	AQA4 Bidder Response Continued	Please Insert Response to AQA4	Text	Enter plain text	
2.1.32	AQA4 Bidder Response Continued	Please Insert Response to AQA4	Text	Enter plain text	
2.1.33	AQA4 Bidder Response Continued	Please Insert Response to AQA4	Text	Enter plain text	
	Note	Note Details			
2.1.34	AQA5 End User Support & Service Desk Support	How will you deliver End User Support and Service Desk for Buyers using this framework?			
2.1.35	AQA5 Response Guidance	<p>AQA5 Response Guidance</p> <p>This question seeks to understand the bidders approach to End User Support and Service Desk Support in relation to Buyers requirements, as set out at Framework Schedule 1 Specification, paragraphs 3.1.2 and 3.1.3.</p> <p>Your response must clearly demonstrate your capability in relation to the following;</p> <p>i) How you will receive incoming support requests, including telephone, email and internet incident logging;</p> <p>ii) How you will prioritise incoming support requests, including your standard service levels and response times;</p> <p>iii) How you will assign and escalate support requests through 1st, 2nd and 3rd line support utilising relevantly skilled technical staff, including 3rd party staff;</p> <p>iv) How you will manage acceptance of call resolution by the Buyer;</p> <p>v) How you will identify the root causes of problems or incidents and work with the Buyer to implement lessons learned to ensure common issues are resolved and service desk workloads are optimised;</p>			
2.1.36	AQA5 Response Guidance Continued	<p>Maximum character count for the response – 8000 characters including spaces and punctuation (within the e-sourcing suite please submit your response in the four 2000 character texts boxes available for this question). Please note This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.</p> <p>bidders should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.</p> <p>You may include sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.</p> <p>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 (i to v) you are responding to.</p>			

2.1.37	AQA5 Marking Scheme	<p>100 - The bidder's response fully addresses all 5 of the component parts (i to v), of the response guidance above, illustrating that the bidder has a comprehensive understanding of the component parts which provides CCS with complete confidence that the bidder is capable of successful delivery.</p> <p>60 - The bidder's response addresses 4 of the 5 component parts (i to v) of the response guidance above, illustrating that the bidder has an understanding of the component parts which provides CCS with confidence that the bidder is capable of successful delivery.</p> <p>40 - The bidder's response addresses 3 of the 5 component parts (i to v) of the response guidance above, illustrating that the bidder has some understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery</p> <p>20 - The bidder's response addresses 2 of the 5 component parts (i to v) of the response guidance above, illustrating that the bidder has some understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery</p> <p>0 - The bidder's response addresses 1 of the 5 component parts (i-v) of the response guidance above, or has not fully addressed any of the 5 component parts (i to v) of the response guidance above. The response provides CCS with no confidence that the bidder is capable of successful delivery OR a response has not been provided to this question. If you receive a zero (0) we will reject your bid and you will be excluded from the competition.</p>			
	Question	Description	Response Type	Response Guide	Response
2.1.38	AQA5 Bidder Response	Please Insert Response to AQA5	Text	Enter plain text	
2.1.39	AQA5 Bidder Response Continued	Please Insert Response to AQA5	Text	Enter plain text	
2.1.40	AQA5 Bidder Response Continued	Please Insert Response to AQA5	Text	Enter plain text	
2.1.41	AQA5 Bidder Response Continued	Please Insert Response to AQA5	Text	Enter plain text	

2.2 SECTION B – Lot 1 HARDWARE AND SOFTWARE AND ASSOCIATED SERVICES					
	Note	Note Details			
2.2.1	Mandatory Guidance	If you are bidding for Lot 1 you will also need to complete all the questions for Lot 2 Hardware and Associated Services (Section C) & Lot 3 Software and Associated Services (Section D) as well as the ones listed below.			
2.2.2	AQB1 Security Design	CCS requires you to demonstrate your organisation's capabilities in respect to the design and deployment of appropriate products and services for Buyers with a focus on security.			
2.2.3	AQB1 Response Guidance	<p>This question seeks to understand the bidder's processes for dealing with Security Design requirements, as set out at Framework Schedule 1 Specification Section 4.</p> <p>How will you ensure you understand Buyer's security management needs in relation to their technical environment and provide suitable solutions meeting the standards highlighted with Framework Schedule 1 including the Code of Practice for consumer IoT Security https://www.gov.uk/government/publications/code-of-practice-for-consumer-iot-security/code-of-practice-for-consumer-iot-security#implement-a-vulnerability-disclosure-policy</p> <p>Your response must clearly demonstrate your capability in relation to the following:</p> <p>i) How your organisation will monitor and maintain awareness of relevant security standards and ensure staff have appropriate knowledge;</p> <p>ii) How you will ensure that Buyer data security requirements are understood and data is appropriately protected through mechanisms such as encryption;</p> <p>iii) How you will proactively monitor, identify and rectify security vulnerabilities within products and services you sell, produce, have produced and services you operate as part of the product security lifecycle;</p> <p>iv) How you manage security updates between yourself, 3rd party vendors and the Buyer ensuring that the Buyer is clear on reasons for updates and how updates will be securely implemented;</p> <p>v) How you will ensure that the Buyer is aware of the lifecycle of products deployed and how you will assist them in managing the isolation and replacement of end of life products;</p>			
2.2.4	AQB1 Response Guidance Continued.	<p>Maximum character count for the response – 8000 characters including spaces and punctuation (within the e-sourcing suite please submit your response in the four 2000 character texts boxes available for this question). Please note this character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.</p> <p>bidders should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.</p> <p>You may include sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.</p> <p>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 (i to v) you are responding to.</p>			
2.2.5	AQB1 Marking Scheme	<p>100 - The bidder's response fully addresses all 5 of the component parts (i to v), of the response guidance above, illustrating that the bidder has a comprehensive understanding of the component parts which provides CCS with complete confidence that the bidder is capable of successful delivery.</p> <p>60 - The bidder's response addresses 4 of the 5 component parts (i to v) of the response guidance above, illustrating that the bidder has an understanding of the component parts which provides CCS with confidence that the bidder is capable of successful delivery.</p> <p>40 - The bidder's response addresses 3 of the 5 component parts (i to v) of the response guidance above, illustrating that the bidder has some understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery</p> <p>20 - The bidder's response addresses 2 of the 5 component parts (i to v) of the response guidance above, illustrating that the bidder has limited understanding of the component parts which provides CCS with minimal confidence that the bidder is capable of successful delivery</p> <p>0 - The bidder's response addresses 1 of the 5 component parts (i to v) of the response guidance above, or has not fully addressed any of the 5 component parts (i to v) of the response guidance above. The response provides CCS with no confidence that the bidder is capable of successful delivery OR a response has not been provided to this question. If you receive a zero (0) we will reject your bid and you will be excluded from the competition for this Lot.</p>			
	Question	Description	Response Type	Response Guide	Response
2.2.6	AQB1 Bidder Response	Please Insert Response to AQB1	Text	Enter plain text	
2.2.7	AQB1 Bidder Response Continued	Please Insert Response to AQB1	Text	Enter plain text	
2.2.8	AQB1 Bidder Response Continued	Please Insert Response to AQB1	Text	Enter plain text	

2.2.9	AQB1 Bidder Response Continued	Please Insert Response to AQB1	Text	Enter plain text	
	Note	Note Details			
2.2.10	AQB2 Network Infrastructure	How will you ensure you understand and meet the Buyer's network infrastructure needs?			
2.2.11	AQB2 Response Guidance	<p>AQB2 Response Guidance</p> <p>This question seeks to understand the bidders processes for dealing with Buyer network infrastructure requirements, as set out at Framework Schedule 1 Specification, paragraph 3.1.12.</p> <p>Your response must clearly demonstrate your capability in relation to the following;</p> <p>i) How you will seek to understand the Buyer's existing network infrastructure estate and future technology strategy and how you will select and propose network infrastructure management services that will meet the Buyer needs;</p> <p>ii) How you will ensure you have the necessary skills and knowledge available to provide Network Infrastructure Management Services for planning, delivering and installing a Buyer's on premise local area network infrastructure, through effective recruitment and retention policies or use of 3rd parties where necessary;</p> <p>iii) How you will ensure you have the necessary skills and knowledge for ongoing management and support of a Buyers on premise local area network infrastructure including any capability of providing a network operations centre, through effective recruitment and retention policies or use of 3rd parties where necessary;</p> <p>iv) How you will ensure that the sustainable technology strategy 2020 is considered for goods deployed and any relevant minimum energy efficiency targets are met;</p>			
2.2.12	AQB2 Response Guidance Continued.	<p>Maximum character count for the response – 8000 characters including spaces and punctuation (within the e-sourcing suite please submit your response in the four 2000 character texts boxes available for this question). Please note this character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.</p> <p>bidders should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.</p> <p>You may include sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.</p> <p>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 (i to iv) you are responding to.</p>			
2.2.13	AQB2 Marking Scheme	<p>100 - The bidder's response fully addresses all 4 of the component parts (i to iv), of the response guidance above, illustrating that the bidder has a comprehensive understanding of the component parts which provides CCS with complete confidence that the bidder is capable of successful delivery.</p> <p>60 - The bidder's response addresses 3 of the 4 component parts (i to iv) of the response guidance above, illustrating that the bidder has an understanding of the component parts which provides CCS with confidence that the bidder is capable of successful delivery.</p> <p>40 - The bidder's response addresses 2 of the 4 component parts (i to iv) of the response guidance above, illustrating that the bidder has some understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery</p> <p>20 - The bidder's response addresses 1 of the 4 component parts (i to iv) of the response guidance above, illustrating that the bidder has some understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery</p> <p>0 - The bidder's response has not fully addressed any of the 4 component parts (i to iv) of the response guidance above. The response provides CCS with no confidence that the bidder is capable of successful delivery OR a response has not been provided to this question. If you receive a zero (0) we will reject your bid and you will be excluded from the competition for this Lot.</p>			
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2.2.14	AQB2 Bidder Response	Please Insert Response to AQB2	Text	Enter plain text	
2.2.15	AQB2 Bidder Response Continued	Please Insert Response to AQB2	Text	Enter plain text	
2.2.16	AQB2 Bidder Response Continued	Please Insert Response to AQB2	Text	Enter plain text	
2.2.17	AQB2 Bidder Response Continued	Please Insert Response to AQB2	Text	Enter plain text	

2.3 SECTION C – LOT 2 HARDWARE AND ASSOCIATED SERVICES		
	Note	Note Details
2.3.1	Guidance	Bidders wishing to bid for Lot 1, Lot 2, Lot 4 or a combination of those Lots must complete Section C.
2.3.2	AQC1 Understanding Buyer Needs	How will ensure you understand the Buyer's needs, their technical environment and provide a suitable commercial and technological solution?
2.3.3	AQC1 Response Guidance	<p>AQC1 Response Guidance</p> <p>This question seeks to understand the bidder's processes for dealing with Buyer hardware requirements, as set out at Framework Schedule 1 Specification, paragraph 3.3.3.</p> <p>Your response must clearly demonstrate your capability in relation to the following;</p> <p>i) How you will seek to understand the Buyers technology estate and future technology strategy and how you will select and propose products that will meet the Buyer needs;</p> <p>ii) Where a Buyer has asked for a specific product, how would you identify alternative products that may provide better value and how you communicate that value proposition to the Buyer;</p> <p>iii) Your process for ensuring the Buyer is offered the best possible price for the g Goods and / or Services you are proposing, including how you will use your relationships and buying leverage with 3rd party suppliers, benchmarking and other market monitoring process to get the best value for the Buyer over the life of the product;</p> <p>iv) How you will ensure you understand the customers budgetary constraints and propose the most suitable pricing and payment options including leasing, fixed cost and pay per user options;</p> <p>v) How you will ensure that the Buyer is aware of any stock or product availability restrictions that may impact the ability to fulfil their requirements and potential mitigation's;</p>

2.3.4	AQC1 Response Guidance Continued	<p>Maximum character count for the response – 8000 characters including spaces and punctuation (within the e-sourcing suite please submit your response in the four 2000 character texts boxes available for this question). Please note this character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.</p> <p>bidders should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.</p> <p>You may include sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.</p> <p>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 (i to v) you are responding to.</p>			
2.3.5	AQC1 Marking Scheme	<p>100 - The bidder's response fully addresses all 5 of the component parts (i to v), of the response guidance above, illustrating that the bidder has a comprehensive understanding of the component parts which provides CCS with complete confidence that the bidder is capable of successful delivery.</p> <p>60 - The bidder's response addresses 4 of the 5 component parts (i to v) of the response guidance above, illustrating that the bidder has an understanding of the component parts which provides CCS with confidence that the bidder is capable of successful delivery.</p> <p>40 - The bidder's response addresses 3 of the 5 component parts (i to v) of the response guidance above, illustrating that the bidder has some understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery</p> <p>20 - The bidder's response addresses 2 of the 5 component parts (i to v) of the response guidance above, illustrating that the bidder has some understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery</p> <p>0 - The bidder's response addresses 1 of the 5 component parts (i-v) of the response guidance above, or has not fully addressed any of the 5 component parts (i to v) of the response guidance above. The response provides CCS with no confidence that the bidder is capable of successful delivery OR a response has not been provided to this question. If you receive a zero (0) we will reject your bid and you will be excluded from the competition for this Lot.</p>			
	Question	Description	Response Type	Response Guide	Response
2.3.6	AQC1 Bidder Response	Please Insert Response to AQC1	Text	Enter plain text	
2.3.7	AQC1 Bidder Response Continued	Please Insert Response to AQC1	Text	Enter plain text	
2.3.8	AQC1 Bidder Response Continued	Please Insert Response to AQC1	Text	Enter plain text	
2.3.9	AQC1 Bidder Response Continued	Please Insert Response to AQC1	Text	Enter plain text	
	Note	Note Details			
2.3.10	AQC2 - Logistics, Delivery Capabilities and Dead on Arrival	How will you manage hardware deliveries and returns?			
2.3.11	AQC2 Response Guidance	<p>AQC2 Response Guidance</p> <p>This question seeks to understand the bidder's approach to managing deliveries and returns for Buyer's hardware requirements, as set out at Framework Schedule 1 Specification, paragraph 3.3.3.</p> <p>Your response must clearly demonstrate your capability in relation to the following;</p> <p>i) Your logistics process for agreeing a delivery schedule with the customer and managing the deliveries, including complex deliveries such as multiple sites or split delivery times;</p> <p>ii) Your process for ensuring availability of stock to meet the agreed delivery schedule;</p> <p>iii) How you will fulfil a Buyer's order if products required are found to be out of stock or end of line and how you will communicate with the Buyer and minimise any disruption or additional financial costs;</p> <p>iv) Your process for managing damaged or dead on arrival (DOA) items, including how returns and replacements are dealt with minimal cost and disruption to the Buyer;</p>			
2.3.12	AQC2 Response Guidance Continued	<p>Maximum character count for the response – 8000 characters including spaces and punctuation (within the e-sourcing suite please submit your response in the four 2000 character texts boxes available for this question). Please note this character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.</p> <p>bidders should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.</p> <p>You may include sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.</p> <p>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 (i to iv) you are responding to.</p>			
2.3.13	AQC2 Marking Scheme	<p>100 - The bidder's response fully addresses all 4 of the component parts (i to iv), of the response guidance above, illustrating that the bidder has a comprehensive understanding of the component parts which provides CCS with complete confidence that the bidder is capable of successful delivery.</p> <p>60 - The bidder's response addresses 3 of the 4 component parts (i to iv) of the response guidance above, illustrating that the bidder has an understanding of the component parts which provides CCS with confidence that the bidder is capable of successful delivery.</p> <p>40 - The bidder's response addresses 2 of the 4 component parts (i to iv) of the response guidance above, illustrating that the bidder has some understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery</p> <p>20 - The bidder's response addresses 1 of the 4 component parts (i to iv) of the response guidance above, illustrating that the bidder has some understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery</p> <p>0 - The bidder's response has not fully addressed any of the 4 component parts (i to iv) of the response guidance above. The response provides CCS with no confidence that the bidder is capable of successful delivery OR a response has not been provided to this question. If you receive a zero (0) we will reject your bid and you will be excluded from the competition for this Lot.</p>			
	Question	Description	Response Type	Response Guide	Response
2.3.14	AQC2 Bidder Response	Please Insert Response to AQC2	Text	Enter plain text	

2.3.15	AQC2 Bidder Response Continued	Please Insert Response to AQC2	Text	Enter plain text	
2.3.16	AQC2 Bidder Response Continued	Please Insert Response to AQC2	Text	Enter plain text	
2.3.17	AQC2 Bidder Response Continued	Please Insert Response to AQC2	Text	Enter plain text	
Note		Note Details			
2.3.18	AQC3 - System Integrations and Installations	How will you manage the installation of hardware onto the Buyer's estate, including integration and training as required by the Buyer?			
2.3.19	AQC3 Response Guidance	<p>AQC3 Response Guidance</p> <p>This question seeks to understand the bidder's processes when dealing with Buyer hardware integration and installation requirements, as set out at Framework Schedule 1 Specification, paragraphs 3.1.4, 3.1.5, 3.1.6 and 3.1.7.</p> <p>Your response must clearly demonstrate your capability in relation to the following;</p> <p>i) How you will manage hardware integrations and installations with consideration to the Buyer's business as usual activities, including agreeing risk mitigation and remediation's with the Buyer;</p> <p>ii) How you will ensure successful delivery of the project through project management of the hardware integrations/installations including any project management methodologies utilised, providing a clear lead contact within your organisation and query management;</p> <p>iii) How you will ensure installation and integration is undertaken by sufficiently skilled staff to protect and ensure a quality outcome and protecting validity of warranties;</p> <p>iv) How you will agree and sign-off the completion of the project, or any milestones, with the Buyer including any acceptance testing processes and remediation of issues;</p> <p>v) How you will agree and plan training activities with the Buyer and provide qualified staff to undertake the training;</p>			
2.3.20	AQC3 Response Guidance Continued	<p>Maximum character count for the response – 8000 characters including spaces and punctuation (within the e-sourcing suite please submit your response in the four 2000 character texts boxes available for this question). Please note this character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.</p> <p>Bidders should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.</p> <p>You may include sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.</p> <p>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 (i to v) you are responding to.</p>			
2.3.21	AQC3 Marking Scheme	<p>100 - The bidder's response fully addresses all 5 of the component parts (i to v), of the response guidance above, illustrating that the bidder has a comprehensive understanding of the component parts which provides CCS with complete confidence that the bidder is capable of successful delivery.</p> <p>60 - The bidder's response addresses 4 of the 5 component parts (i to v) of the response guidance above, illustrating that the bidder has an understanding of the component parts which provides CCS with confidence that the bidder is capable of successful delivery.</p> <p>40 - The bidder's response addresses 3 of the 5 component parts (i to v) of the response guidance above, illustrating that the bidder has some understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery</p> <p>20 - The bidder's response addresses 2 of the 5 component parts (i to v) of the response guidance above, illustrating that the bidder has some understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery</p> <p>0 - The bidder's response addresses 1 of the 5 component parts (i-v) of the response guidance above, or has not fully addressed any of the 5 component parts (i to v) of the response guidance above. The response provides CCS with no confidence that the bidder is capable of successful delivery OR a response has not been provided to this question. If you receive a zero (0) we will reject your bid and you will be excluded from the competition for this Lot.</p>			
	Question	Description	Response Type	Response Guide	Response
2.3.22	AQC3 Bidder Response	Please Insert Response to AQC3	Text	Enter plain text	
2.3.23	AQC3 Bidder Response Continued	Please Insert Response to AQC3	Text	Enter plain text	
2.3.24	AQC3 Bidder Response Continued	Please Insert Response to AQC3	Text	Enter plain text	
2.3.25	AQC3 Bidder Response Continued	Please Insert Response to AQC3	Text	Enter plain text	
Note		Note Details			
2.3.26	AQC4 Quality & Future Product Direction	How will you maintain a productive relationship and be a trusted technology advisor to the Buyer?			
2.3.27	AQC4 Response Guidance	<p>AQC4 Response Guidance</p> <p>This question seeks to understand the bidder's approach to providing value-add advice to ensure the Buyer's technology needs are met and future-proofing the Buyer hardware requirements, as set out at Framework Schedule 1 Specification, paragraph 3.3.3.</p> <p>Your response must clearly demonstrate your capability in relation to the following;</p> <p>i) How you will ensure that your staff have suitable knowledge to provide Buyers with relevant information on future product direction to make them aware of the changing landscape of technology;</p> <p>ii) Your processes and procedures for testing new products to ensure they have the right level of quality and reliability to meet Buyer needs;</p> <p>iii) How you will deal with the Buyer's changes to specifications, advising them on cost and technical impact to the proposed changes;</p> <p>iv) How you will assist the Buyer in strategically tracking and managing their hardware assets throughout their life cycle to manage commercial and technological risks, maximise the business value of technology and inform sourcing decisions;</p>			

2.3.28	AQC4 Response Guidance Continued	<p>Maximum character count for the response – 8000 characters including spaces and punctuation (within the e-sourcing suite please submit your response in the four 2000 character texts boxes available for this question). Please note this character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.</p> <p>Bidders should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.</p> <p>You may include sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.</p> <p>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 (i to iv) you are responding to.</p>			
2.3.29	AQC4 Marking Scheme	<p>100 - The bidder's response fully addresses all 4 of the component parts (i to iv), of the response guidance above, illustrating that the bidder has a comprehensive understanding of the component parts which provides CCS with complete confidence that the bidder is capable of successful delivery.</p> <p>60 - The bidder's response addresses 3 of the 4 component parts (i to iv) of the response guidance above, illustrating that the bidder has an understanding of the component parts which provides CCS with confidence that the bidder is capable of successful delivery.</p> <p>40 - The bidder's response addresses 2 of the 4 component parts (i to iv) of the response guidance above, illustrating that the bidder has some understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery</p> <p>20 - The bidder's response addresses 1 of the 4 component parts (i to iv) of the response guidance above, illustrating that the bidder has some understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery</p> <p>0 - The bidder's response has not fully addressed any of the 4 component parts (i to iv) of the response guidance above. The response provides CCS with no confidence that the bidder is capable of successful delivery OR a response has not been provided to this question. If you receive a zero (0) we will reject your bid and you will be excluded from the competition for this Lot.</p>			
	Question	Description	Response Type	Response Guide	Response
2.3.30	AQC4 Bidder Response	Please Insert Response to AQC4	Text	Enter plain text	
2.3.31	AQC4 Bidder Response Continued	Please Insert Response to AQC4	Text	Enter plain text	
2.3.32	AQC4 Bidder Response Continued	Please Insert Response to AQC4	Text	Enter plain text	
2.3.33	AQC4 Bidder Response Continued	Please Insert Response to AQC4	Text	Enter plain text	

2.4 SECTION D – LOT 3 SOFTWARE AND ASSOCIATED SERVICES					
	Note	Note Details			
2.4.1	Guidance	Bidders wishing to bid for Lot 1, Lot 3, Lot 4 or a combination of those Lots must complete Section D.			
2.4.2	AQD1 Understanding Buyer Needs	How do you ensure that you understand the buyer's needs, both commercial and technological when proposing software?			
2.4.3	AQD1 Response Guidance	<p>AQD1 Response Guidance</p> <p>This question seeks to understand the bidder's process for understanding Buyer needs when dealing with Buyer software requirements, as set out at Framework Schedule 1 paragraph 3.4.2.</p> <p>Your response must clearly demonstrate your capability in relation to the following;</p> <p>i) Your ability to provide a wide range of commercial and open source commodity off the shelf (COTS) software products and how you ensure they are compliant with the Standards (In Framework Schedule 1) where needed;</p> <p>ii) How you will ensure you have a full understanding of the Buyer's technological and commercial needs in order to propose a suitable solution, or qualify out a bid;</p> <p>iii) Your process for ensuring the Buyer is offered the best possible price for the goods and / or services you are proposing, including how you will use your relationships and buying leverage with 3rd party suppliers, benchmarking and other market monitoring process to get the best value for the Buyer over the life of the product;</p> <p>iv) How you will ensure you understand the customers budgetary constraints and propose the most suitable pricing and payment options including leasing, fixed cost and pay per user options;</p>			
2.4.4	AQD1 Response Guidance Continued	<p>Maximum character count for the response – 8000 characters including spaces and punctuation (within the e-sourcing suite please submit your response in the four 2000 character texts boxes available for this question). Please note this character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.</p> <p>Bidders should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.</p> <p>You may include sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.</p> <p>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 (i to iv) you are responding to.</p>			
2.4.5	AQD1 Marking Scheme	<p>100 - The bidder's response fully addresses all 4 of the component parts (i to iv), of the response guidance above, illustrating that the bidder has a comprehensive understanding of the component parts which provides CCS with complete confidence that the bidder is capable of successful delivery.</p> <p>60 - The bidder's response addresses 3 of the 4 component parts (i to iv) of the response guidance above, illustrating that the bidder has an understanding of the component parts which provides CCS with confidence that the bidder is capable of successful delivery.</p> <p>40 - The bidder's response addresses 2 of the 4 component parts (i to iv) of the response guidance above, illustrating that the bidder has some understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery</p> <p>20 - The bidder's response addresses 1 of the 4 component parts (i to iv) of the response guidance above, illustrating that the bidder has some understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery</p> <p>0 - The bidder's response has not fully addressed any of the 4 component parts (i to iv) of the response guidance above. The response provides CCS with no confidence that the bidder is capable of successful delivery OR a response has not been provided to this question. If you receive a zero (0) we will reject your bid and you will be excluded from the competition for this Lot.</p>			
	Question	Description	Response Type	Response Guide	Response

2.4.6	AQD1 Bidder Response	Please Insert Response to AQD1	Text	Enter plain text	
2.4.7	AQD1 Bidder Response Continued	Please Insert Response to AQD1	Text	Enter plain text	
2.4.8	AQD1 Bidder Response Continued	Please Insert Response to AQD1	Text	Enter plain text	
2.4.9	AQD1 Bidder Response Continued	Please Insert Response to AQD1	Text	Enter plain text	
Note		Note Details			
2.4.10	AQD2 - Added Value Services	How will you ensure the Buyer maximises the value for money of their software estate?			
2.4.11	AQD2 Response Guidance	<p>AQD2 Response Guidance</p> <p>This question seeks to understand the bidder's approach to ensuring the Buyer is getting the best value for money from their software estate, as set out at Framework Schedule 1 paragraph 3.4.2 and 3.4.3.</p> <p>Your response must clearly demonstrate your capability in relation to the following;</p> <p>i) How you will evaluate the use of licenses across a Buyer's estate to ensure products are utilised to their full potential and Buyers only pay for products required;</p> <p>ii) How you will support Buyers with future proofing strategies, providing advice and options on product compatibility and applicable software purchases in relation to business requirements;</p> <p>iii) How you will proactively manage the Buyer's software requirements to mitigate price increases and changes to products suites and bundles from Vendors.</p> <p>iv) How you will maintain accurate software purchase records on behalf of Buyers adequate for Software Asset Management and to support claim of entitlement is necessary;</p> <p>v) How you will ensure a clean uninstallation of software and license keys that have expired or are no longer in use;</p>			
2.4.12	AQD2 Response Guidance Continued	<p>Maximum character count for the response – 8000 characters including spaces and punctuation (within the e-sourcing suite please submit your response in the four 2000 character texts boxes available for this question). Please note this character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.</p> <p>Bidders should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.</p> <p>You may include sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.</p> <p>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 (i to v) you are responding to.</p>			
2.4.13	AQD2 Marking Scheme	<p>100 - The bidder's response fully addresses all 5 of the component parts (i to v), of the response guidance above, illustrating that the bidder has a comprehensive understanding of the component parts which provides CCS with complete confidence that the bidder is capable of successful delivery.</p> <p>60 - The bidder's response addresses 4 of the 5 component parts (i to v) of the response guidance above, illustrating that the bidder has an understanding of the component parts which provides CCS with confidence that the bidder is capable of successful delivery.</p> <p>40 - The bidder's response addresses 3 of the 5 component parts (i to v) of the response guidance above, illustrating that the bidder has some understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery</p> <p>20 - The bidder's response addresses 2 of the 5 component parts (i to v) of the response guidance above, illustrating that the bidder has some understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery</p> <p>0 - The bidder's response addresses 1 of the 5 component parts (i-v) of the response guidance above, or has not fully addressed any of the 5 component parts (i to v) of the response guidance above. The response provides CCS with no confidence that the bidder is capable of successful delivery OR a response has not been provided to this question. If you receive a zero (0) we will reject your bid and you will be excluded from the competition for this Lot.</p>			
Question		Description	Response Type	Response Guide	Response
2.4.14	AQD2 Bidder Response	Please Insert Response to AQD2	Text	Enter plain text	
2.4.15	AQD2 Bidder Response Continued	Please Insert Response to AQD2	Text	Enter plain text	
2.4.16	AQD2 Bidder Response Continued	Please Insert Response to AQD2	Text	Enter plain text	
2.4.17	AQD2 Bidder Response Continued	Please Insert Response to AQD2	Text	Enter plain text	
Note		Note Details			
2.4.18	AQD3 System Integrations and Installations	How will you ensure that the Buyer's purchased software is integrated and installed properly within their estate?			

2.4.19	AQD3 Response Guidance	<p>AQD3 Response Guidance</p> <p>Please demonstrate in detail your approach to project management in relation to Buyer software requirements that require system integration/installation and Buyer training, as set out at Framework Schedule 1 Specification, paragraphs 3.1.4, 3.1.5, 3.1.6, 3.1.7 and 3.4.2.</p> <p>Your response must clearly demonstrate your capability in relation to the following;</p> <p>i) How you will manage software installations for Buyers with consideration to the Buyers business as usual activities, including agreeing risk mitigation with the Buyer;</p> <p>ii) How you will ensure successful delivery of the project through project management of the software integrations/installations including any project management methodologies utilised, providing a clear lead contact within your organisation, query management and how you will agree and sign-off the completion of the project, or any milestones, with the Buyer including any acceptance testing processes and remediation of issues;</p> <p>iii) How you will manage ongoing updates and patches with consideration to the Buyers business as usual activities, including agreeing risk mitigation with the Buyer;</p> <p>iv) How you will ensure installation and integration is undertaken by sufficiently skilled staff to protect and ensure a quality outcome and protecting validity of warranties;</p> <p>v) How you will agree and plan training activities with the Buyer and provide qualified staff to undertake the training;</p>			
2.4.20	AQD3 Response Guidance Continued	<p>Maximum character count for the response – 8000 characters including spaces and punctuation (within the e-sourcing suite please submit your response in the four 2000 character text boxes available for this question). Please note this character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.</p> <p>Bidders should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.</p> <p>You may include sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.</p> <p>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 (i to v) you are responding to.</p>			
2.4.21	AQD3 Marking Scheme	<p>100 - The bidder's response fully addresses all 5 of the component parts (i to v), of the response guidance above, illustrating that the bidder has a comprehensive understanding of the component parts which provides CCS with complete confidence that the bidder is capable of successful delivery.</p> <p>60 - The bidder's response addresses 4 of the 5 component parts (i to v) of the response guidance above, of the response guidance above, illustrating that the bidder has an understanding of the component parts which provides CCS with confidence that the bidder is capable of successful delivery.</p> <p>40 - The bidder's response addresses 3 of the 5 component parts (i to v) of the response guidance above, of the response guidance above, illustrating that the bidder has some understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery</p> <p>20 - The bidder's response addresses 2 of the 5 component parts (i to v) of the response guidance above, of the response guidance above, illustrating that the bidder has some understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery</p> <p>0 - The bidder's response addresses 1 of the 5 component parts (i-v) of the response guidance above, or has not fully addressed any of the 5 component parts (i to v) of the response guidance above. The response provides CCS with no confidence that the bidder is capable of successful delivery OR a response has not been provided to this question. If you receive a zero (0) we will reject your bid and you will be excluded from the competition for this Lot.</p>			
	Question	Description	Response Type	Response Guide	Response
2.4.22	AQD3 Bidder Response	Please Insert Response to AQD3	Text	Enter plain text	
2.4.23	AQD3 Bidder Response Continued	Please Insert Response to AQD3	Text	Enter plain text	
2.4.24	AQD3 Bidder Response Continued	Please Insert Response to AQD3	Text	Enter plain text	
2.4.25	AQD3 Bidder Response Continued	Please Insert Response to AQD3	Text	Enter plain text	

2.5 SECTION E – LOT 4 INFORMATION ASSURED PRODUCTS AND ASSOCIATED SERVICES		
Note	Note Details	
2.5.1	Guidance	If you are bidding for Lot 4 you will also need to complete all the questions for Lot 2 Hardware and Associated Services (Section C) & Lot 3 Software and Associated Services (Section D) as well as the ones listed below.
2.5.2	AQE1 Secure Operations and Risk Management	How will you understand and adhere to the bidder's policies and procedures for working with information and assets at Government Security Classifications above Official, ensuring effective risk management and secure environments?
2.5.3	AQE1 Response Guidance	<p>AQE1 Response Guidance</p> <p>Please demonstrate your approach to working with information and assets at the levels specified above, ensuring effective risk management and secure environments as set out at Framework Schedule 1 Specification Paragraph 3.5.2.</p> <p>Your response must clearly demonstrate your capability in relation to the following;</p> <p>i) How you will provide an end to end secure logistics process for deliveries, including complex deliveries such as multiple sites or split delivery times;</p> <p>ii) How you will ensure internal and external security controls are designed in a layered fashion that deter or prevent unauthorised access and protect assets, especially those that are critical or sensitive;</p> <p>iii) How you will ensure operations are managed securely to a clear set of security policies and procedures which reflect the Buyer's business objectives and support good risk management;</p> <p>iv) How you will ensure the efficiency of the secure services you are delivering so that they remain cost-effective for the Buyer and not a barrier to their utilisation;</p>

2.5.4	AQE1 Response Guidance Continued	<p>Maximum character count for the response – 8000 characters including spaces and punctuation (within the e-sourcing suite please submit your response in the four 2000 character texts boxes available for this question). Please note this character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.</p> <p>bidders should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.</p> <p>You may include sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.</p> <p>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 (i to iv) you are responding to.</p>			
2.5.5	AQE1 Marking Scheme	<p>100 - The bidder's response fully addresses all 4 of the component parts (i to iv), of the response guidance above, illustrating that the bidder has a comprehensive understanding of the component parts which provides CCS with complete confidence that the bidder is capable of successful delivery.</p> <p>60 - The bidder's response addresses 3 of the 4 component parts (i to iv) of the response guidance above, illustrating that the bidder has an understanding of the component parts which provides CCS with confidence that the bidder is capable of successful delivery.</p> <p>40 - The bidder's response addresses 2 of the 4 component parts (i to iv) of the response guidance above, illustrating that the bidder has some understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery</p> <p>20 - The bidder's response addresses 1 of the 4 component parts (i to iv) of the response guidance above, illustrating that the bidder has some understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery</p> <p>0 - The bidder's response has not fully addressed any of the 4 component parts (i to iv) of the response guidance above. The response provides CCS with no confidence that the bidder is capable of successful delivery OR a response has not been provided to this question. If you receive a zero (0) we will reject your bid and you will be excluded from the competition for this Lot.</p>			
	Question	Description	Response Type	Response Guide	Response
2.5.6	AQE1 Bidder Response	Please Insert Response to AQE1	Text	Enter plain text	
2.5.7	AQE1 Bidder Response Continued	Please Insert Response to AQE1	Text	Enter plain text	
2.5.8	AQE1 Bidder Response Continued	Please Insert Response to AQE1	Text	Enter plain text	
2.5.9	AQE1 Bidder Response Continued	Please Insert Response to AQE1	Text	Enter plain text	
	Note	Note Details			
2.5.10	AQE2 Secure Disposals	How will you provide a secure disposal service that meets the Buyer's needs?			
2.5.11	AQE2 Response Guidance	<p>AQE2 Response Guidance:</p> <p>Please demonstrate your approach and processes for evaluating and undertaking the Buyer's secure disposal requirements, as set out at Framework Schedule 1 Specification, paragraph 3.5.2 (i-vi).</p> <p>Your response must clearly demonstrate your capability in relation to the following;</p> <p>i) How the Buyer's assets are reviewed in line with their security requirements and recycling options and how these options and cost impacts are fed back to the Buyer;</p> <p>ii) How you will ensure that assets for disposal can be tracked through the full process from collection from the Buyer to disposal and destruction and how this information can be audited by the Buyer;</p> <p>iii) How you will ensure that data is destroyed, as required, on the Buyer's site prior to the products being removed for destruction;</p> <p>iv) How you ensure secure transportation of the Buyer's assets including your process for selection of security cleared staff;</p> <p>v) How the facilities used for storing and separating Buyer's assets will meet the security requirements of this Lot;</p>			
2.5.12	AQE2 Response Guidance Continued	<p>Maximum character count for the response – 8000 characters including spaces and punctuation (within the e-sourcing suite please submit your response in the four 2000 character texts boxes available for this question). Please note this character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.</p> <p>bidders should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.</p> <p>You may include sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.</p> <p>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 (i to v) you are responding to.</p>			
2.5.13	AQE2 Marking Scheme	<p>100 - The bidder's response fully addresses all 5 of the component parts (i to v), of the response guidance above, illustrating that the bidder has a comprehensive understanding of the component parts which provides CCS with complete confidence that the bidder is capable of successful delivery.</p> <p>60 - The bidder's response addresses 4 of the 5 component parts (i to v) of the response guidance above, illustrating that the bidder has an understanding of the component parts which provides CCS with confidence that the bidder is capable of successful delivery.</p> <p>40 - The bidder's response addresses 3 of the 5 component parts (i to v) of the response guidance above, illustrating that the bidder has some understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery</p> <p>20 - The bidder's response addresses 2 of the 5 component parts (i to v) of the response guidance above, illustrating that the bidder has some understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery</p> <p>0 - The bidder's response addresses 1 of the 5 component parts (i-v) of the response guidance above, or has not fully addressed any of the 5 component parts (i to v) of the response guidance above. The response provides CCS with no confidence that the bidder is capable of successful delivery OR a response has not been provided to this question. If you receive a zero (0) we will reject your bid and you will be excluded from the competition for this Lot.</p>			
	Question	Description	Response Type	Response Guide	Response
2.5.14	AQE2 Bidder Response	Please Insert Response to AQE2	Text	Enter plain text	

2.5.15	AQE2 Bidder Response Continued	Please Insert Response to AQE2	Text	Enter plain text	
2.5.16	AQE2 Bidder Response Continued	Please Insert Response to AQE2	Text	Enter plain text	
2.5.17	AQE2 Bidder Response Continued	Please Insert Response to AQE2	Text	Enter plain text	
Note		Note Details			
2.5.18	AQE3 Secure Installations	How will you ensure that installations are undertaken in a secure manner?			
2.5.19	AQE3 Response Guidance	<p>AQE3 Response Guidance</p> <p>Please demonstrate your approach and processes for undertaking Buyers secure installation requirements, as set out at Framework Schedule 1 Specification, paragraph 3.5.2.</p> <p>Your response must clearly demonstrate your capability in relation to the following;</p> <p>i) Your process of understanding the Buyer's security needs and assigning appropriate personnel to an installation project, detailing your ability to effectively meet staff security clearance requirements and specialist qualifications in order to meet the Buyer's on site regulations and standards for installations.</p> <p>(For MOD this is JSP 604. Specific specialist qualifications (eg. Infocomm CTS) apply to Supplier Personnel delivering these services. Information on Infocomm CTS can be found here: http://www.infocomm.org/cps/rde/xchg/infocomm/hs.xsl/certification.htm.</p> <p>Information on JSP 604 can be found here: https://www.gov.uk/government/publications/installation-of-communication-and-information-systems-regulations);</p> <p>ii) How will you keep the Buyer updated on the progress of the installation project and how you ensure personnel on the Buyer's sites are adhering to the project plan and have the correct onsite behaviour;</p>			
2.5.20	AQE3 Response Guidance Continued	<p>Maximum character count for the response – 8000 characters including spaces and punctuation (within the e-sourcing suite please submit your response in the four 2000 character texts boxes available for this question). Please note This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.</p> <p>Bidders should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.</p> <p>You may include sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.</p> <p>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 (i to ii) you are responding to.</p>			
2.5.21	AQE3 Marking Scheme	<p>100 - The bidder's response fully addresses all 2 of the component parts (i to ii), of the response guidance above, illustrating that the bidder has a comprehensive understanding of the component parts which provides CCS with complete confidence that the bidder is capable of successful delivery.</p> <p>50 - The bidder's response addresses 1 of the 2 component parts (i to ii) of the response guidance above, illustrating that the bidder has an understanding of the component parts which provides CCS with confidence that the bidder is capable of successful delivery.</p> <p>0 - The bidder's response has not fully addressed any of the 2 component parts (i to ii) of the response guidance above. The response provides CCS with no confidence that the bidder is capable of successful delivery OR a response has not been provided to this question. If you receive a zero (0) we will reject your bid and you will be excluded from the competition for this Lot.</p>			
	Question	Description	Response Type	Response Guide	Response
2.5.22	AQE3 Bidder Response	Please Insert Response to AQE3	Text	Enter plain text	
2.5.23	AQE3 Bidder Response Continued	Please Insert Response to AQE3	Text	Enter plain text	
2.5.24	AQE3 Bidder Response Continued	Please Insert Response to AQE3	Text	Enter plain text	
2.5.25	AQE3 Bidder Response Continued	Please Insert Response to AQE3	Text	Enter plain text	

3 Commercial Envelope

3.1 Pricing matrix					
Note		Note Details			
3.1.1	Guidance	<p>You must complete attachment 3 - price matrix Lot X for the lot(s) you are bidding, in line with the guidance in Attachment 2 - How to Bid, paragraphs 11 and 12 and the instructions contained within the price matrix.</p> <p>Please only provide attachments for the Lot(s) you are bidding for. If you are bidding for Lot 1 or 4 (or both) you do not need to complete attachment 3 for Lots 2 and 3 as these are included within attachment 3 - price matrix for Lot 1 and 4.</p> <p>Please attach your attachment 3 - price matrix Lot X for the lot(s) you are bidding for below.</p>			
	Question	Description	Response Type	Response Guide	Response
3.1.2	AQF1	<p>If you are bidding for Lot 1 please upload your completed attachment 3 - pricing matrix Lot 1 here</p> <p>Please name the file [Lot1price_insertyourcompanyname]</p>	Attachment	The applicable attachment must be uploaded	
3.1.3	AQF2	<p>If you are bidding for Lot 2 please upload your completed attachment 3 - pricing matrix Lot 2 here</p> <p>Please name the file [Lot2price_insertyourcompanyname]</p>	Attachment	The applicable attachment must be uploaded	
3.1.4	AQF3	<p>If you are bidding for Lot 3 please upload your completed attachment 3 - pricing matrix Lot 3 here</p> <p>Please name the file [Lot3price_insertyourcompanyname]</p>	Attachment	The applicable attachment must be uploaded	

3.1.5	AQF4	<p>If you are bidding for Lot 4 please upload your completed attachment 3 - pricing matrix Lot 4 here</p> <p>Please name the file [Lot4price_insertyourcompanyname]</p>	Attachment	The applicable attachment must be uploaded	
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