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| **AWARD QUESTIONNAIRE RESPONSE GUIDANCE, EVALUATION AND MARKING SCHEME****NATIONAL FUELS FRAMEWORK****REFERENCE NUMBER****RM3801****ATTACHMENT 03** |

**AWARD QUESTIONNAIRE RESPONSE GUIDANCE, EVALUATION AND MARKING SCHEME**

1. **INTRODUCTION**
	1. This document provides an overview of the methodology which will be adopted by the Contracting Authorities 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 Invitation To Tender document - Attachment 1 shall apply to this document.

1. **OVERVIEW**
	1. The Award Questionnaire is broken down into the following sections:

SECTION A - GENERIC MANDATORY QUESTIONS - ALL LOTS

SECTION B – MANDATORY QUESTIONS - ALL LOTS

SECTION C - LOT 1 QUESTIONS

SECTION D - LOT 2 QUESTIONS

SECTION E - LOT 3 QUESTIONS

SECTION F - LOT 4 QUESTIONS

SECTION G - LOT 5 QUESTIONS

* 1. 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. 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:

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|  | **Marking Scheme** |
| **SECTION A – GENERIC MANDATORY QUESTIONS – ALL LOTS**  |
| **AQA1**  | **Scope of Services**  | PASS / FAIL |
| **AQA2** | **Provision of Management Information to the Authority** | PASS / FAIL |
| **AQA3** | **Security** | PASS / FAIL |

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|  | **Marking Scheme** | **Weighting (%)** |
| **SECTION B – MANDATORY QUESTIONS – ALL LOTS**  | **Lot 1** | **Lot 2** | **Lot 3** | **Lot 4** | **Lot 5** |
| **AQB1** | **Account Management**  | 100/66/33/0 | 17 | 17 | 17 | 17 | 17 |
| **AQB2** | **Staff Competency** | 100/66/33/0 | 17 | 17 | 17 | 17 | 17 |
| **AQB3**  | **Community Benefits and Fair Working Practice** | 100/66/33/0 | 6 | 6 | 6 | 6 | 6 |

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|  | **Marking Scheme** | **Weighting (%)** |
| **SECTION C - LOT 1 QUESTIONS** | **Lot 1** |
| **AQC1** | **Supply and Delivery of Liquid Fuel** | 100/66/33/0 | 30 |
| **AQC2** | **Supplier Managed Replenishment SMR and Supplier Managed Inventory (SMI)**  | 100/50/0 | 30 |
| **AQC3** | **Tanker to Tanker Deliveries and Collection from Depots**  | For information only | N/A |

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|  | **Marking Scheme** | **Weighting (%)** |
| **SECTION D - LOT 2 QUESTIONS** | **Lot 2** |
| **AQD1** | **Supply and Delivery of Liquefied Gas** | 100/66/33/0 | 20 |
| **AQD2** | **Customer Portfolio / Transition** | 100/66/33/0 | 20 |
| **AQD3** | **Supplier Managed Replenishment SMR and Supplier Managed Inventory (SMI)**  | 100/50/0 | 20 |

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|  | **Marking Scheme** | **Weighting (%)** |
| **SECTION E - LOT 3 QUESTIONS** | **Lot 3** |
| **AQE1** | **Supply and Delivery of Solid Fuel and Biomass Fuel** | 100/66/33/0 | 30 |
| **AQE2** | **Catalogue End to End Process** | 100/66/33/0 | 30 |

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|  | **Marking Scheme** | **Weighting (%)** |
| **SECTION F - LOT 4 QUESTIONS** | **Lot 4** |
| **AQF1** | **Supply and Delivery of Greases, Lubricants and Antifreeze** | 100/66/33/0 | 30 |
| **AQF2** | **Catalogue End to End Process** | 100/66/33/0 | 30 |

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|  | **Marking Scheme** | **Weighting (%)** |
| **SECTION G - LOT 5 QUESTIONS** | **Lot 5** |
| **AQG1** | **Supply and Delivery of Associated Services**  | 100/66/33/0 | 30 |
| **AQG2** | **Catalogue End to End Process** | 100/66/33/0 | 30 |

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| **SECTION A - GENERIC MANDATORY QUESTIONS – ALL LOTS** |
| **AQA1 Scope of Services**  |

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| **REQUIREMENT:**The Authority requires Potential Providers to 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 the Products and Services for which you are tendering for, as set out in Attachment 5 Framework Schedule 2: Part A: Products and Services.  **YES -** You will, unreservedly deliver in full, the Products and Services, for which you tendering for, as set out in Attachment 5 Framework Schedule 2: Part A: Products and Services **NO -** You will not, or cannot, deliver in full, the Products and Services, for which you are tendering for, as set out in Attachment 5 Framework Schedule 2: Part A: Products and 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 the Products and Services for which you are tendering for, as set out in Attachment 5 Framework Schedule 2: Part A: Products and Services If the Potential Provider selects **NO** (or does not answer the question) to indicate that they will not, or cannot, deliver in full the Products and Services for which you are tendering for, as set out in Attachment 5 Framework Schedule 2: Part A: Products and Services, then the Potential Provider will be disqualified from further participation in this Procurement. |
| **Marking Scheme** | **Evaluation Guidance** |
| **PASS** | You have selected option **YES** confirming that you will, unreservedly deliver in full the Products and Services for which you are tendering for, as set out in Attachment 5 Framework Schedule 2: Part A: Products and Services  |
| **FAIL** | You have selected **NO** confirming that you will not, or cannot, deliver in full the Products and Services for which you are tendering for, as set out in Attachment 5 Framework Schedule 2: Part A: Products and Services ORThe Potential Provider has not selected either **YES** or **NO**. |

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| **AQA2 Provision of Management Information to the Authority** |
| **REQUIREMENT:**The Authority requires Potential Providers to 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, have the systems in place that will deliver the Management Information (MI) requirements as set out in Framework Schedule 9 and in Framework Schedule 2 Part B Key Performance Indicators when the Framework Agreement goes live. **YES -** You will, have the systems in place that will deliver MI requirements as set out in Framework Schedule 9 and in Framework Schedule 2 Part B Key Performance Indicators of the Framework Agreement when the Framework Agreement goes live. **NO -** You will not, or cannot, have the systems in place that will deliver MI requirements as set out in Framework Schedule 9 and in Framework Schedule 2 Part B Key Performance Indicators of the Framework Agreement when the Framework Agreement goes live. |
| **AQA2 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 have the systems in place to be able to deliver the MI requirements when the Framework Agreement goes live. If the Potential Provider selects **NO** (or does not answer the question) to indicate that they will not, or cannot, have the systems in place that will deliver the MI requirements when the Framework Agreement goes live. |
| **Marking Scheme** | **Evaluation Guidance** |
| **PASS** | You have selected option **YES** confirming that you will, have the systems in place that will deliver MI requirements as set out in Framework Schedule 9 and in Framework Schedule 2 Part B Key Performance Indicators of the Framework Agreement when the Framework Agreement goes live. |
| **FAIL** | You have selected **NO** confirming that you will not, or cannot, have the systems in place that will deliver MI requirements as set out in Framework Schedule 9 and in Framework Schedule 2 Part B Key Performance Indicators of the Framework Agreement when the Framework Agreement goes live.ORThe Potential Provider has not selected either **YES** or **NO**. |

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| **AQA3 Security** |
| **REQUIREMENT:**The Authority requires Potential Providers to 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 put in place at Call Off stage security clearance which meets the differing requirements of the Contracting Authorities, as set out in paragraph 3.3 of Attachment 5 Framework Schedule 2: Part A: Products and Services. **YES -** You will, unreservedly have in place security clearance which meets the differing requirements of the Contracting Authorities , as set out in 3.3 of Attachment 5 Framework Schedule 2: Part A: Products and Services. **NO -** You will not, or cannot, have in place security clearance which meets the differing requirements of the Contracting Authorities , as set out in 3.3 of Attachment 5 Framework Schedule 2: Part A: Products and Services  |
| **AQA2 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 have in place security clearance which meets the differing requirements of the Contracting Authorities , as set out in 3.3 of Attachment 5 Framework Schedule 2: Part A: Products and Services If the Potential Provider selects **NO** (or does not answer the question) to indicate that they will not, or cannot, have in place security clearance which meets the differing requirements of the Contracting Authorities, as set out 3.3 of Attachment 5 Framework Schedule 2: Part A: Products and Services, then the Potential Provider will be disqualified from further participation in this Procurement |
| **Marking Scheme** | **Evaluation Guidance** |
| **PASS** | You have selected option **YES** confirming that you will, unreservedly have in place security clearance which meets the differing requirements of the Contracting Authorities , as set out in 3.3 of Attachment 5 Framework Schedule 2: Part A: Products and Services  |
| **FAIL** | You have selected **NO** confirming that you will not, or cannot, have in place security clearance which meets the differing requirements of the Contracting Authorities , as set out in 3.3 of Attachment 5 Framework Schedule 2: Part A: Products and Services .ORThe Potential Provider has not selected either **YES** or **NO**. |

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| **SECTION B – SPECIFIC QUESTIONS – ALL LOTS** |
| **AQB1 Account Management** |
| **REQUIREMENT:**The Authority requires Potential Providers to demonstrate their Account Management processes, resources and standards. The requirement is for the provision of dedicated Account Management to provide a comprehensive, point of contact service to the Authority and Contracting Authorities. The Potential Provider will ensure that Products and Services delivered are to a high standard that meets the requirements of the Authority and each Contracting Authority. The Potential Provider will implement and manage processes that ensure that issues raised by the Authority and Contracting Authority, relevant to the Framework Agreement, are addressed and brought to a satisfactory conclusion. Please refer to Framework Schedule 2, Part A, Products and Services, section 3.1 Account Management. **QUESTION:**Please demonstrate your approach to Account Management, including resource allocation, customer communications and engagement process, complaint process and the processes the Account Management team will follow to ensuring that service levels are maintained.**Maximum character count – 8192 characters including spaces and punctuation**. |
| **AQB1 Response Guidance** **All Potential Providers must answer this question.****You must insert your response into the text fields in the e-Sourcing Suite.**In order to satisfy the requirement and the question associated with the requirement, your response must:1. demonstrate your account management approach to customer communications and engagement processes including accessibility through online calls and emails.;
2. demonstrate how you will manage Contracting Authorities complaints detailing the process that you will have in place to do so including escalation procedures; and
3. demonstrate the processes your Account Management team will follow to ensure that service levels are maintained.

Your response should be limited to, and focus on each of the component parts of the question posed (a to c). You 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 willassist 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 (a to c) 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 the evaluation of this question.** |
| **Marking Scheme** | **Evaluation Criteria** |
| 100 | The Potential Provider’s response fully addresses all 3 component parts (a to c) of the response guidance above. |
| 66 | The Potential Provider’s response fully addresses only 2 of the 3 component parts (a to c) of the response guidance above. |
| 33 | The Potential Provider’s response fully addresses only 1 of the 3 component parts (a to c) of the response guidance above. |
| 0 | The Potential Provider’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.ORA response has not been provided to this question. |

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| **AQB2 Staff Competency** |
| **REQUIREMENT:**The Authority requires the Potential Provider to demonstrate how they will ensure their staff have the knowledge, skills and experience of;* the services and quality standards delivered by their own organisation
* relevant environmental standards and regulations.

Please refer to Framework Schedule 2, Part A, Products and Services, section 3.2 Staff Competency **QUESTION:**Please demonstrate how you will ensure your staff will possess the knowledge, skills and experience of the fuel industry and associated service including;* the services and quality standards delivered by your own organisation
* awareness of the environmental standards and regulation
* the training and awareness programmes and compliance and monitoring methods you will have in place.

**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 fields in the e-Sourcing Suite.**In order to satisfy the requirement and the question associated with the requirement, your response must:1. demonstrate how you will ensure that account management teams, and front line/operational and technical staff have the relevant knowledge and experience of the fuel industry;
2. demonstrate the training and awareness programmes you will have in place to demonstrate how you will ensure all staff are kept up to date with industry developments and updates/new legislation; and
3. demonstrate the compliance and monitoring methods you will deploy, including any internal/external auditing processes used to monitor the effectiveness of the training and awareness programmes you will have in place

Your response should be limited to, and focus on each of the component parts of the question posed (a to c). You 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 willassist 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 (a to c) 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 the evaluation of this question.** |
| **Marking Scheme** | **Evaluation Criteria** |
| 100 | The Potential Provider’s response fully addresses all 3 component parts (a to c) of the response guidance above. |
| 66 | The Potential Provider’s response fully addresses only 2 of the 3 component parts (a to c) of the response guidance above. |
| 33 | The Potential Provider’s response fully addresses only 1 of the 3 component parts (a to c) of the response guidance above. |
| 0 | The Potential Provider’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.ORA response has not been provided to this question. |

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| **AQB3 - Community Benefits and Fair Working Practice** |
| **REQUIREMENT:**The successful Suppliers will be expected to adopt a positive stance on delivering community benefits and fair work practices throughout the life of this Framework Agreement.  To assist the Authority in understanding fair work practices and what opportunities exist to deliver benefits to the community throughout the life of this Framework Agreement, please provide details for each of the categories below, of the community benefits that you propose to deliver and the fair working practices which you will operate throughout the framework period if you are awarded a Framework Agreement:* School and community group engagement activities
* Financial support for community groups and charities
* Apprenticeships and recruitment from the community
* Fair work practice

**Maximum character count – 4096 characters including spaces and punctuation**. |
| **Response Guidance****All Potential Providers must answer this question.****You must insert your response into the text fields in the e-Sourcing Suite.**1. demonstrate the social, economic and environment practices you will adopt throughout the Framework Agreement to support community groups
2. demonstrate how you will plan and methodically deliver social, economic, financial and environmental benefits to community groups
3. describe how you will commit to fair working practices for workers (including any agency or sub-contractor workers) engaged in the delivery of this Framework Agreement, including: rewarding staff (living wage), equality and diversity, training and opportunity to develop skills, giving staff an effective voice etc.

**Maximum character count – 4096 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 this question** |
| **Marking Scheme** | **Evaluation Criteria** |
| 100 | The Potential Provider’s response fully addresses all 3 component parts (a to c) of the response guidance above. |
| 66 | The Potential Provider’s response fully addresses only 2 of the 3 component parts (a to c) of the response guidance above. |
| 33 | The Potential Provider’s response fully addresses only 1 of the 3 component parts (a to c) of the response guidance above. |
| 0 | The Potential Provider’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.ORA response has not been provided to this question. |

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| **SECTION C - SPECIFIC QUESTIONS LOT 1** |
| **AQC1 – Supply and Delivery - Liquid Fuel** |
| **REQUIREMENT**: The Authority requires Potential Providers to demonstrate how they will supply and deliver Liquid Fuel Products to Contracting Authorities throughout the duration of the Framework Agreement and any Call Off Contracts as set out in Attachment 5 Framework Schedule 2: Part A: Products and Services – Lot 1**QUESTION**Please demonstrate the approach and procedures you will have in place to ensure that the liquid fuel products you supply and deliver will conform to the relevant European Standards and British Standard or equivalent, in the quality and volume(s) required by Contracting Authorities.**Maximum character count – 8192 characters including spaces and punctuation.** |
| **AQC1 Response Guidance** **All Potential Providers must answer this question.****You must insert your response into the text fields in the e-Sourcing Suite.**In order to satisfy the requirement and the question associated with the requirement, your response must:1. explain the processes and safeguards you will have in place to demonstrate how you will ensure the quality of the liquid fuels supplied to Contracting Authorities is maintained and conforms to the relevant European Standards and British Standards or equivalent of both.
2. demonstrate how you will assess the safety and suitability of the condition of Contracting Authorities storage Tanks to prevent leakage.
3. explain the process you will have in place to demonstrate how you will collect and supply data of the volumes of liquid fuels delivered to delivery locations and ensure this equates accurately to volumes billed to the Contracting Authorities for both metered and unmetered deliveries.

Your response should be limited to, and focus on each of the component parts of the question posed (a to c). You 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 willassist 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 (a to c) 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 this question.** |
| **Marking Scheme** | **Evaluation Criteria** |
| 100 | The Potential Provider’s response fully addresses all 3 component parts (a to c) of the response guidance above. |
| 66 | The Potential Provider’s response fully addresses only 2 of the 3 component parts (a to c) of the response guidance above. |
| 33 | The Potential Provider’s response fully addresses only 1 of the 3 component parts (a to c) of the response guidance above. |
| 0 | The Potential Provider’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.ORA response has not been provided to this question. |

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| **AQC2 – Supplier Managed Replenishment (SMR) and Supplier Managed Inventory (SMI)** |
| **REQUIREMENT**: The Authority requires Potential Providers to demonstrate how when required, they will take responsibility for monitoring levels of liquid fuels in Contracting Authorities tank(s) throughout the duration of the Framework Agreement and any Call Off Contracts as set out in Attachment 5 Framework Schedule 2: Part A: Products and Services – Lot 1 **QUESTIONS**Please demonstrate the approach and procedures you will have in place to ensure that the level of fuels in Contracting Authorities tank(s) are monitored and demonstrate how you will work with Contracting Authorities’ third party telemetry providers. Please also demonstrate how you will ensure that supplies are delivered at the optimum times required by Contracting Authorities. **Maximum character count – 8192 characters including spaces and punctuation.** |
| **AQC1 Response Guidance** **All Potential Providers must answer this question.****You must insert your response into the text fields in the e-Sourcing Suite.**In order to satisfy the requirement and the question associated with the requirement, your response must:1. demonstrate the approach you will take to demonstrate how you will monitor the levels of liquid fuels where an SMR/SMI option is required by Contracting Authorities, including how you will work with Contracting Authorities ’ third party telemetry providers.
2. demonstrate how you will ensure supplies are made at optimum time for Contracting Authorities and ensure that delivery costs are kept to a minimum and how discounts will be offered as part of pricing to Contracting Authorities

Your response should be limited to, and focus on each of the component parts of the question posed (a to b). You 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 willassist 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 (a to b) 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 this question.** |
| **Marking Scheme** | **Evaluation Criteria** |
| 100 | The Potential Provider’s response fully addresses both of the component parts (a to b) of the response guidance above. |
| 50 | The Potential Provider’s response fully addresses only 1 of the 2 component parts (a to b) of the response guidance above. |
| 0 | The Potential Provider’s response has not fully addressed any of the 2 component parts (a to b) of the response guidance above.ORA response has not been provided to this question. |

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| **AQC3 – Tanker to Tanker Deliveries and Collection from Depots INFORMATION ONLY** |
| **REQUIREMENT**: Contracting Authorities may require Potential Providers to deliver liquid fuels to their own road tankers and they may also require Potential Providers to allow the Contracting Authorities to take delivery in their own tankers at Potential Providers’ depots. Please see Framework Schedule 2, Part A, Products and Services, section 8.1 Tanker Delivery and Fuel Collection. **QUESTIONS**Please confirm whether you would be able to provide tanker to tanker deliveries and if so demonstrate the approach and procedures you will have in place to make such deliveries and any restrictions you would have in place; and Please confirm whether you would be able to provide for Contracting Authorities to take deliveries in their own tankers from your depots and describe the procedures you will have in place to allow collection and any restrictions you would have in place.**Maximum character count – 8192 characters including spaces and punctuation.** |
| **Response Guidance****This question is for information only and will not be scored or evaluated however you MUST provide a response to this question.** **You must insert your response into the text fields in the e-Sourcing Suite.**In order to satisfy the requirement and the question associated with the requirement, your response should:1. Confirm whether you will or will not be able to provide tanker to tanker deliveries and if so provide details of process you will undertake to make deliveries to Contracting Authorities own road tankers and details any restrictions you will have.
2. Confirm whether you will or will not be able to allow for collection of fuel from your depot in Contracting Authorities’ own tankers and if so provide details of process you will undertake to take deliveries from your depot in Contracting Authorities own tankers and provide details of any restrictions you will have.

**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 the evaluation of this question.** |
| **Marking Scheme** | **Marking Scheme** |
| This question is for information purposes only and will not be evaluated, however in the event that the Potential Provider is awarded a place on the Framework Agreement, the details provided in response to this question will be made available to Contracting Authorities detailing those Potential Providers that can provide Services and details of any restrictions. |

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| **SECTION D - SPECIFIC QUESTIONS LOT 2** |
| **AQD1 – Supply and Delivery of Liquefied Gas** |
| **REQUIREMENT**: The Authority requires Potential Providers to demonstrate how they will supply and deliver liquefied gas to Contracting Authorities throughout the duration of the Framework Agreement and any Call Off Contracts as set out in Attachment 5 Framework Schedule 2: Part A: Products and Services – Lot 2**QUESTIONS**Please demonstrate the approach and procedures you will have in place to ensure that the liquefied gas you supply and deliver will conform to the relevant European Standards and British Standard or equivalent, in the quality and volume(s) required by Contracting Authorities.**Maximum character count – 8192 characters including spaces and punctuation.** |
| **AQD1 Response Guidance** **All Potential Providers must answer this question.****You must insert your response into the text fields in the e-Sourcing Suite.**In order to satisfy the requirement and the question associated with the requirement, your response must:1. explain the processes and safeguards you will have in place to demonstrate how you will ensure that the quality of the liquefied gas supplied to Contracting Authorities is maintained and conforms to the relevant European Standards and British Standards or equivalent.
2. demonstrate how you will assess the safety and suitability of the condition of Contracting Authorities storage Tanks.
3. explain the process you will have in place to demonstrate how you will collect and supply data of the volumes of liquefied gas delivered to delivery locations and ensure this equates accurately to volumes billed to the Contracting Authorities for both metered and unmetered deliveries

Your response should be limited to, and focus on each of the component parts of the question posed (a to c). You 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 willassist 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 (a to c) 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 the evaluation of this question.** |
| **Marking Scheme** | **Evaluation Criteria** |
| 100 | The Potential Provider’s response fully addresses all 3 component parts (a to c) of the response guidance above. |
| 66 | The Potential Provider’s response fully addresses only 2 of the 3 component parts (a to c) of the response guidance above. |
| 33 | The Potential Provider’s response fully addresses only 1 of the 3 component parts (a to c) of the response guidance above. |
| 0 | The Potential Provider’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.ORA response has not been provided to this question. |

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| **AQD2 – Customer Portfolio / Transition** |
| **REQUIREMENT**Within 6 months of the Framework Agreement commencement date. Potential Providers shall be required to: * Provide the Authority with a Schedule for maintenance of storage tanks included in the relevant Contracting Authorities Portfolio.
* Undertake an audit and submit a report to the Authority concerning all tank assets six months after the commencement of the Framework Agreement, this will include tank location, purchase date, value at purchase date, current value of the assets and value in future years of the Call Off Contract, as calculated in accordance with the calculation contained shown below. Please refer to Framework Schedule 2 Part A, Products and Services, Lot 2 Description.

**QUESTION**The Authority requires the Potential Provider to demonstrate that they have the appropriate processes in place to effectively undertake a full inventory of all storage tanks across the Contracting Body portfolio and how they will calculate the current and future asset value of the LPG storage tanks**Maximum character count – 8192 characters including spaces and punctuation.** |
| **AQD2 Response Guidance** **All Potential Providers must answer this question.****You must insert your response into the text fields in the e-Sourcing Suite.**In order to satisfy the requirement and the question associated with the requirement, your response must:1. demonstrate the process you will have in place as to how you will provide a full inventory of tank location, tank size, purchase date, value at purchase date, current value and value in future years and demonstrate the process you will have in place as to how you will provide a maintenance programme plan for the Contracting Body portfolio.
2. Demonstrate the process that you will provide to transition customers from one supplier to another at the beginning and end of a Call Off contract
3. Confirm that when calculating the current and future asset value of the LPG tank asset that you will use the same formula as for the valuation of domestic LPG tanks set out in; <https://www.gov.uk/cma-cases/domestic-bulk-liquefied-petroleum-gas-lpg-market-investigation-cc> and if you are if you are not able to use this calculation please explain why and provide details of the alternative formula you will use for calculating the current and future asset value of the LPG storage tanks for years 1, 2, 3 and 4 of the Framework.

Your response should be limited to, and focus on each of the component parts of the question posed (a to c). You 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 willassist 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 (a to c) 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 the evaluation of this question.** |
| **Marking Scheme** | **Evaluation Criteria** |
| 100 | The Potential Provider’s response fully addresses all 3 component parts (a to c) of the response guidance above. |
| 66 | The Potential Provider’s response fully addresses only 2 of the 3 component parts (a to c) of the response guidance above. |
| 33 | The Potential Provider’s response fully addresses only 1 of the 3 component parts (a to c) of the response guidance above. |
| 0 | The Potential Provider’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.ORA response has not been provided to this question. |

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| **AQD3 – Supplier Managed Replenishment SMR and Supplier Managed Inventory (SMI)** |
| **REQUIREMENT**: The Authority requires Potential Providers to demonstrate how, when required, they will take responsibility for monitoring levels of liquid gas in Contracting Authorities tank(s) throughout the duration of the Framework Agreement and any Call Off Contracts as set out in Attachment 5 Framework Schedule 2: Part A: Products and Services – Lot 2**QUESTIONS**Please demonstrate the approach and procedures you will have in place to monitor levels of liquid gas in Contracting Authorities tank(s) and ensure supplies of liquid gas are delivered at optimum times to Contracting Authorities.**Maximum character count – 8192 characters including spaces and punctuation.** |
| **AQD3 Response Guidance** **All Potential Providers must answer this question.****You must insert your response into the text fields in the e-Sourcing Suite.**In order to satisfy the requirement and the question associated with the requirement, your response must:1. demonstrate the approach you will take to monitor the levels of liquid gas where an SMR/SMI option is required by Contracting Authorities
2. demonstrate how you will ensure deliveries are made at optimum time for Contracting Authorities and ensure that delivery costs are kept to a minimum and how discounts will be offered to Contracting Authorities

Your response should be limited to, and focus on each of the component parts of the question posed (a to b). You 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 willassist 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 (a to b) 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 this question.** |
| **Marking****Scheme** | **Evaluation Guidance** |
| 100 | The Potential Provider’s response fully addresses both component parts (a to b) of the response guidance above. |
| 50 | The Potential Provider’s response fully addresses only 1 of the 2 component parts (a to b) of the response guidance above. |
| 0 | The Potential Provider’s response has not fully addressed any of the 2 component parts (a to b) of the response guidance above.ORA response has not been provided to this question. |

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| **Section E Lot Specific Questions Lot 3** |
| **AQE1 – Supply and Delivery of Solid Fuel and Biomass Fuel** |
| **REQUIREMENT**: The Authority requires Potential Providers to demonstrate how they will supply and deliver Solid Fuel and/or Biomass Fuel to Contracting Authorities throughout the duration of the Framework Agreement and any Call Off Contracts as set out in Attachment 5 Framework Schedule 2: Part A: Products and Services – Lot 3 **QUESTIONS**Please demonstrate the approach and procedures you will have in place to ensure the Solid Fuel and/or Biomass Fuel you supply will conform to the relevant European Standards and British Standards or equivalent and be of the quality and in the volume(s) required by Contracting Authorities**Maximum character count – 8192 characters including spaces and punctuation.** |
| **AQE1 Response Guidance** **All Potential Providers must answer this question.****You must insert your response into the text fields in the e-Sourcing Suite.**In order to satisfy the requirement and the question associated with the requirement, your response must:1. demonstrate the processes and safeguards you will have in place to ensure the quality of the solid fuel and/or biomass fuel supplied to Contracting Authorities is maintained.
2. demonstrate the measure you take to ensure all solid fuel and/or biomass fuel supplied to Contracting Authorities conform to the relevant standards or equivalent.
3. demonstrate how you will collect and supply data of the volumes of solid fuel and biomass fuel delivered to delivery locations and ensure it equates accurately to volumes billed to the Contracting Authorities.

Your response should be limited to, and focus on each of the component parts of the question posed (a to c). You 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 willassist 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 (a to c) 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 the evaluation of this question.** |
| **Marking Scheme** | **Evaluation Criteria** |
| 100 | The Potential Provider’s response fully addresses all 3 component parts (a to c) of the response guidance above. |
| 66 | The Potential Provider’s response fully addresses only 2 of the 3 component parts (a to c) of the response guidance above. |
| 33 | The Potential Provider’s response fully addresses only 1 of the 3 component parts (a to c) of the response guidance above. |
| 0 | The Potential Provider’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.ORA response has not been provided to this question. |

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| **AQE2 – Catalogue End to End Process**  |
| **REQUIREMENT**The Authority requires Potential Providers to provide an electronic catalogue for this Lot on the Authority’s web site throughout the duration of the Framework Agreement and any Call Off Contracts as set out in Attachment 5 Framework Schedule 2: Part A: Products and Services section 7.**QUESTION**Please demonstrate your processes for catalogue product ordering, billing, warranty, and your policy/process for catalogue returns and your arrangements for assigning catalogue customer support.**Maximum character count – 8192 characters including spaces and punctuation.** |
| **AQE3 Response Guidance** **All Potential Providers must answer this question.****You must insert your response into the text fields in the e-Sourcing Suite.**In order to satisfy the requirement and the question associated with the requirement, your response must:1. demonstrate your end to end process in regards to placing order(s), details of product warranty periods and billing practices
2. demonstrate your policy and procedure for dealing with a Contracting Body who is dissatisfied with the quality of Products and Services provided
3. demonstrate your catalogue customer support/query procedures including an escalation process and accessibility such as online, calls and email.

Your response should be limited to, and focus on each of the component parts of the question posed (a to c). You 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 willassist 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 (a to c) 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 the evaluation of this question.** |
| **Marking****Scheme** | **Evaluation Guidance** |
| 100 | The Potential Provider’s response fully addresses all 3 component parts (a to c) of the response guidance above. |
| 66 | The Potential Provider’s response fully addresses only 2 of the 3 component parts (a to c) of the response guidance above. |
| 33 | The Potential Provider’s response fully addresses only 1 of the 3 component parts (a to c) of the response guidance above. |
| 0 | The Potential Provider’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.ORA response has not been provided to this question. |

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| **SECTION F – Lot Specific Questions - LOT 4** |
| **AQF1 – Supply and Delivery of Greases, Lubricants and Antifreeze** |
| **REQUIREMENT**: The Authority requires Potential Providers to demonstrate how they will supply and deliver greases, lubricants and antifreeze to Contracting Authorities throughout the duration of the Framework Agreement and any Call Off Contracts as set out in Attachment 5 Framework Schedule 2: Part A: Products and Services – Lot 4**QUESTIONS**Please demonstrate the approach and procedures you will have in place to ensure the greases, lubricants and antifreeze you supply will conform to the relevant European Standards and British Standard(s) or equivalent of both and be of the quality and in the volume(s) required by Contracting Authorities. **Maximum character count – 8192 characters including spaces and punctuation.** |
| **AQF1 Response Guidance** **All Potential Providers must answer this question.****You must insert your response into the text fields in the e-Sourcing Suite.**In order to satisfy the requirement and the question associated with the requirement, your response must:1. demonstrate the processes and safeguards you will have in place to ensure that the supply of greases, lubricants and antifreeze is maintained to Contracting Authorities.
2. demonstrate the measures that you will take to ensure all greases, lubricants and antifreeze supplied to Contracting Authorities conform to the relevant European Standards and British Standard(s) or equivalent.
3. demonstrate how you will collect and supply data of the volumes of greases, lubricants and antifreeze delivered to delivery locations and ensure it equates accurately to volumes billed to the Contracting Authorities.

Your response should be limited to, and focus on each of the component parts of the question posed (a to c). You 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 willassist 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 (a to c) 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 the evaluation of this question.** |
| **Marking Scheme** | **Evaluation Criteria** |
| 100 | The Potential Provider’s response fully addresses all 3 component parts (a to c) of the response guidance above. |
| 66 | The Potential Provider’s response fully addresses only 2 of the 3 component parts (a to c) of the response guidance above. |
| 33 | The Potential Provider’s response fully addresses only 1 of the 3 component parts (a to c) of the response guidance above. |
| 0 | The Potential Provider’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.ORA response has not been provided to this question. |

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| **AQF2 – Catalogue End to End Process**  |
| **REQUIREMENT**The Authority requires Potential Providers to provide an electronic catalogue for this Lot on the Authority’s web site throughout the duration of the Framework Agreement and any Call Off Contracts as set out in Attachment 5 Framework Schedule 2: Part A: Products and Services section 7.**QUESTION**Please demonstrate your processes for catalogue product ordering, billing, warranty, and your policy/process for catalogue returns and your arrangements for assigning catalogue customer support.**Maximum character count – 8192 characters including spaces and punctuation.** |
| **AQF3 Response Guidance** **All Potential Providers must answer this question.****You must insert your response into the text fields in the e-Sourcing Suite.**In order to satisfy the requirement and the question associated with the requirement, your response must:1. demonstrate your end to end process in regards to placing order(s)
2. demonstrate your policy and procedure for dealing with a Contracting Body who is dissatisfied with the quality of Products and Services provided.
3. demonstrate your catalogue customer support/query procedures including an escalation process and accessibility such as online, calls and email.

Your response should be limited to, and focus on each of the component parts of the question posed (a to c). You 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 willassist 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 (a to c) 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 the evaluation of this question.** |
| **Marking****Scheme** | **Evaluation Guidance** |
| 100 | The Potential Provider’s response fully addresses all 3 component parts (a to c) of the response guidance above. |
| 66 | The Potential Provider’s response fully addresses only 2 of the 3 component parts (a to c) of the response guidance above. |
| 33 | The Potential Provider’s response fully addresses only 1 of the 3 component parts (a to c) of the response guidance above. |
| 0 | The Potential Provider’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.ORA response has not been provided to this question. |

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| **SECTION G – Lot Specific Questions - LOT 5** |
| **AQG1 – Supply and Delivery of Associated Products and Services**  |
| **REQUIREMENT**: The Authority requires Potential Providers to demonstrate how they will supply and deliver products and services directly associated to the products to be delivered under lots 1-4 to Contracting Authorities throughout the duration of the Framework Agreement and any Call Off Contracts as set out in Attachment 5 Framework Schedule 2: Part A: Products and Services **QUESTIONS**For each product and or service which you have tendered to supply in the Selection Questionnaire SQ5.1(e). Please describe the service and/or product range offered and provide details of how the Services / Products would be delivered to the Contracting Authorities. **Maximum character count – 8192 characters including spaces and punctuation.** |
| **AQG1 Response Guidance** **All Potential Providers must answer this question.****You must insert your response into the text fields in the e-Sourcing Suite.**In order to satisfy the requirement and the question associated with the requirement, your response must:1. describe each of the products and services which you have tendered to supply to Contracting Authorities in response to Selection Questionnaire SQ5.1(e)
2. demonstrate the policy and procedures you will provide for dealing with Contracting Authorities’ dissatisfaction with products/Services.
3. demonstrate how you will collect and supply data on the products and services delivered to delivery locations and ensure that this equates accurately to the products to be delivered under lots 1-4 and products billed to the Contracting Authorities.

Your response should be limited to, and focus on each of the component parts of the question posed (a to c). You 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 willassist 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 (a to c) 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 the evaluation of this question.** |
| **Marking****Scheme** | **Evaluation Guidance** |
| 100 | The Potential Provider’s response fully addresses all 3 component parts (a to c) of the response guidance above. |
| 66 | The Potential Provider’s response fully addresses only 2 of the 3 component parts (a to c) of the response guidance above. |
| 33 | The Potential Provider’s response fully addresses only 1 of the 3 component parts (a to c) of the response guidance above. |
| 0 | The Potential Provider’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.ORA response has not been provided to this question. |

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| **AQG2 – Catalogue End to End Process**  |
| **REQUIREMENT**The Authority requires Potential Providers to provide an electronic catalogue for this Lot on the Authority’s web site throughout the duration of the Framework Agreement and any Call Off Contracts as set out in Attachment 5 Framework Schedule 2: Part A: Products and Services section 7. **QUESTION**Please demonstrate your processes for catalogue product ordering, billing, warranty, and your policy/process for catalogue returns and your arrangements for assigning catalogue customer support.**Maximum character count – 8192 characters including spaces and punctuation.** |
| **AQG3 Response Guidance** **All Potential Providers must answer this question.****You must insert your response into the text fields in the e-Sourcing Suite.**In order to satisfy the requirement and the question associated with the requirement, your response must:1. demonstrate your end to end process in regards to placing order(s)
2. demonstrate your policy and procedure for dealing with a Contracting Body who is dissatisfied with the Products and Services provided
3. demonstrate your catalogue customer support/query procedures including an escalation process and accessibility such as online, calls and email;

Your response should be limited to, and focus on each of the component parts of the question posed (a to c). You 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 willassist 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 (a to c) 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 the evaluation of this question.** |
| **Marking****Scheme** | **Evaluation Guidance** |
| 100 | The Potential Provider’s response fully addresses all 3 component parts (a to c) of the response guidance above. |
| 66 | The Potential Provider’s response fully addresses only 2 of the 3 component parts (a to c) of the response guidance above. |
| 33 | The Potential Provider’s response fully addresses only 1 of the 3 component parts (a to c) of the response guidance above. |
| 0 | The Potential Provider’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.ORA response has not been provided to this question. |