



Crown
Commercial
Service

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

**MULTIFUNCTIONAL DEVICES, MANAGED PRINT
AND CONTENT SERVICES AND RECORDS
AND INFORMATION MANAGEMENT**

REFERENCE NUMBER

RM3781

ATTACHMENT 3

AWARD QUESTIONNAIRE RESPONSE GUIDANCE, EVALUATION AND MARKING SCHEME

1 INTRODUCTION

- 1.1 This document provides an overview of the methodology which will be adopted by the Authority to evaluate your response to each question set out within the Award Questionnaire. It also sets out the Marking Scheme which will apply. For the avoidance of doubt, references to “you” in this document shall be references to the Potential Provider.
- 1.2 The defined terms used in the ITT document (Attachment 1) shall apply to this document.

2 OVERVIEW

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

SECTION A – MANDATORY REQUIREMENTS (ALL LOTS 1-7)

SECTION B – SCORED QUESTIONS LOT 1

SECTION C – SCORED QUESTIONS LOT 2

SECTION D – SCORED QUESTIONS LOT 3

SECTION E – SCORED QUESTIONS LOT 4

SECTION F – SCORED QUESTIONS LOT 5

SECTION G – SCORED QUESTIONS LOT 6

SECTION H – SCORED QUESTIONS LOT 7

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

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

Section		Marking Scheme	Weighted Score Available
SECTION A – MANDATORY QUESTIONS FOR ALL LOTS 1 -7			
AQA1	Mandatory Requirements	Pass/Fail	N/A
SECTION B - SCORED QUESTIONS FOR LOT 1 Multifunctional Devices (MFD'S) and Entry Level Print Management Software			
AQB1	Lot 1 – Web Based Online Portal and Provision of Product Range	100/75/50/25/0	50
AQB2	Lot 1 – Maintenance and Support	100/75/50/25/0	50
SECTION C – SCORED QUESTIONS FOR LOT 2 Multifunctional Devices (MFD's) and Print Management Services			
AQC1	Lot 2 – Print Strategies and Implementation	100/75/50/25/0	50
AQC2	Lot 2 – Contracting Authorities Account Management	100/75/50/25/0	50
SECTION D – SCORED QUESTIONS FOR LOT 3 Managed Print and Content Management Services			
AQD1	Lot 3 – Effective Delivery of an Outsourced Solution	100/75/50/25/0	50
AQD2	Lot 3 – Delivery of Savings and Operational Efficiencies	100/75/50/25/0	50
SECTION E – SCORED QUESTIONS FOR LOT 4 Records Information Management Services			
AQE1	Lot 4 – Records Information Management System	100/75/50/25/0	25
AQE2	Lot 4 – Methods of Storage and Cost Efficiencies	100/75/50/25/0	25
AQE3	Lot 4 – Supplier utilisation of Expertise and Knowledge	100/75/50/25/0	25
AQE4	Lot 4 – Specialist Records Management Services	100/75/50/25/0	25

SECTION F – SCORED QUESTIONS FOR LOT 5			
Scanning Services			
AQF1	Lot 5 – Records Information Management/ Document Repository System Requirement	100/75/50/25/0	50
AQF2	Lot 5 – Records Information Management/ Document Repository System Requirement	100/75/50/25/0	50
SECTION G – SCORED QUESTION LOT 6			
Sensitivity Review Service			
AQG1	Lot 6 – Selecting, Appointing and Access to Supplier Personnel	100/66/33/0	50
AQG2	Lot 6 – Call Off Contract Management Performance and Quality Control	100/66/33/0	50
SECTION H – SCORED QUESTION LOT 7			
Audit and Consultancy Services			
AQH1	Lot 7 – Performance and Delivery	100/75/50/25/0	50
AQH2	Lot 7 – Supplier Personnel	100/75/50/25/0	50

SECTION A – MANDATORY REQUIREMENTS (ALL LOTS 1-7)**AQA1 COMPLIANCE WITH FRAMEWORK AGREEMENT SCHEDULE 2: GOODS AND SERVICES AND KEY PERFORMANCE INDICATORS (PART A: GOODS AND SERVICES)**

Please indicate by selecting either option **YES** or **NO**, that in the event you are awarded a place on the Framework Agreement, whether you will or will not, unreservedly deliver in full, all the Mandatory Service requirements as set out in Attachment 4a - Framework Schedule 2 (Part A: Goods and Services).

YES - You will, unreservedly deliver in full, all the mandatory Service requirements as set out in Attachment 4a - Framework Schedule 2 (Part A: Goods and Services).

NO - You will not, or cannot, deliver in full, all the mandatory Service requirements as set out in Attachment 4a - Framework Schedule 2 (Part A: Goods 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, all the mandatory Service requirements as set out in Attachment 4a - Framework Schedule 2 (Part A: Goods 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, all the mandatory Service requirements as set out in Attachment 4a - Framework Schedule 2 (Part A: Goods and Services), then the Potential Provider will be disqualified from further participation in this Procurement.

Marking Scheme	Evaluation Guidance
PASS	The Potential Provider has confirmed that they will, unreservedly deliver in full, all the mandatory Service requirements as set out in Attachment 4a - Framework Schedule 2 (Part A: Goods and Services).
FAIL	The Potential Provider has confirmed that they will not, or cannot, deliver in full, all the mandatory Service requirements as set out in Attachment 4a - Framework Schedule 2 (Part A: Goods and Services). OR The Potential Provider has not selected either YES or NO .

SECTION B – SCORED QUESTION LOT 1

LOT 1 - Multifunctional Devices (MFDs) and Entry Level Print Management Software

AQB1 – WEB BASED ONLINE PORTAL AND PROVISION OF PRODUCT RANGE

Contracting Authorities require Potential Providers to provide an online web-based portal for the provision of the Product Range as specified in Annex 1 of Attachment 4a - Framework Schedule 2, Part A: Goods and Services.

The Potential Provider must describe the approach and processes you will have in place to manage the pre-order activities defined in Section 3 of Attachment 4a – Schedule 2 Part A: Goods and Services to support Contracting Authorities.

Please demonstrate how you will meet the individual requirements of Contracting Authorities by addressing component parts a) - d) as detailed in the response guidance below:

AQB1 Response Guidance

All Potential Providers submitting a tender for Lot 1 must answer this question.

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

In order to satisfy the requirement and the associated question, the Potential Provider shall clearly demonstrate:

- a) The approach you will adopt in order to fulfil the pre-order and web based on-line portal capabilities as detailed in section 3.1.1 of Attachment 4a - Framework Schedule 2 Part A: Goods and Services.
- b) The approach that you will have in place and the steps you will undertake to enable effective ease of use of the web based on-line portal by Contracting Authorities at the pre-order stage, including the registration process as detailed in paragraph 3.1.2 of Attachment 4a - Framework Schedule 2 Part A: Goods and Services.
- c) The process you shall have in place to ensure Supplier Personnel possess the necessary skills and knowledge to provide accurate advice and support to Contracting Authorities during pre-order activity as outlined in paragraph 3.2 of Attachment 4a - Framework Schedule 2 Part A: Goods and Services.
- d) The approach and steps you will take that will ensure that all Equipment and Software is compliant with the Contracting Authorities networked security arrangements, as outlined in paragraph 3.3.1.9 of Attachment 4a - Framework Schedule 2 Part A: Goods and Services.

Your response should be limited to, and focused on each of the component parts of the question posed (a to d). 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 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 (a to d) 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.

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response fully addresses all 4 of the component parts (a to d) of the response guidance above.
75	The Potential Provider's response fully addresses only 3 of the 4 component parts (a to d) of the response guidance above.
50	The Potential Provider's response fully addresses only 2 of the 4 component parts (a to d) of the response guidance above.
25	The Potential Provider's response fully addresses only 1 of the 4 component parts (a to d) of the response guidance above.
0	The Potential Provider's response has not fully addressed any of the 4 component parts (a to d) of the response guidance above. OR A response has not been provided to this question.

SECTION B – SCORED QUESTION LOT 1

LOT 1 - Multifunctional Devices (MFDs) and Entry Level Print Management Software

AQB2 - MAINTENANCE AND SUPPORT

Contracting Authorities require Potential Providers to provide a comprehensive post-order maintenance support service that is capable of fulfilling the demands of Contracting Authorities requirements for both standalone, networked Equipment and all Software as detailed in Attachment 4a - Framework Agreement Schedule 2 Part A: Goods and Services.

The Potential Provider must describe the approach and processes you will have in place to manage the post-order services defined in Section 5 of Attachment 4a – Schedule 2 Part A: Goods and Services to support Contracting Authorities.

Please demonstrate how you will meet the individual requirements of Contracting Authorities by addressing component parts a) - d) as detailed in the response guidance below:

AQB2 Response Guidance

All Potential Providers submitting a tender for Lot 1 must answer this question.

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

In order to satisfy the requirement and the associated question, the Potential Provider shall clearly demonstrate:

- a) The process you shall have in place to provide the maintenance and support services in order to reduce the risk of downtime and ensure business continuity as outlined in paragraph 5.1.6 of Attachment 4a - Framework Agreement Schedule 2 Part A: Goods and Services.
- b) The process you will have in place in relation to the replacement of unsatisfactory Equipment and how this will positively impact on uptime as detailed in section 5.8.4 of Attachment 4a - Framework Agreement Schedule 2 Part A: Goods and Services.
- c) The process you shall adopt to ensure a detailed escalation and reporting procedure is in place in order to manage failure in meeting 95% First Time Fixed Rate as detailed in paragraph 5.9.2 of Attachment 4a - Framework Agreement Schedule 2 Part A: Goods and Services.
- d) The process you shall have in place to ensure Response Times are met throughout the UK (England, Northern Ireland, Scotland and Wales) as outlined in paragraphs 5.10.1 and 5.10.2 of Attachment 4a - Framework Agreement Schedule 2 Part A: Goods and Services.

Your response should be limited to, and focused on each of the component parts of the question posed (a to d). 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 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 (a to d) you are responding to.

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SECTION C – SCORED QUESTION LOT 2

Lot 2 - Multifunctional Devices (MFDs) and Print Management Services

AQC1 – PRINT STRATEGIES AND IMPLEMENTATION

Contracting Authorities require Potential Providers to provide a range of solutions that will be tailored to meet Contracting Authorities print strategy requirements which support the implementation, optimisation and automation of document workflows and relevant business processes as detailed in Attachment 4a - Framework Agreement Schedule 2 Part A: Goods and Services.

The Potential Provider must describe the processes you will have in place to advise and recommend solutions which support the implementation of Contracting Authorities print strategies, meet Enhanced Services key objectives and ensure an effective Supplier changeover management process as detailed in Section 3 of Attachment 4a – Schedule 2 Part A: Goods and Services.

Please demonstrate how you will meet the individual requirements of Contracting Authorities by addressing component parts a) - d) as detailed in the response guidance below:

AQC1 Response Guidance

All Potential Providers submitting a tender for Lot 2 must answer this question.

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

In order to satisfy the requirement and the associated question, the Potential Provider shall clearly demonstrate:

- a) How your software will support the implementation of Contracting Authorities print strategies and the drive towards reduced costs in the print environment, to enable improved management of document information workflow as outlined in paragraph 3.3.3 of Attachment 4a - Framework Schedule 2 (Part A: Goods and Services) in order to support Governments Digital by Default Agenda.
- b) How will you will meet the key objectives in the provision of an Enhanced Service as outlined in paragraph 3.5.4 of Attachment 4a - Framework Schedule 2 (Part A: Goods and Services) to support Contracting Authorities requirement in the delivery of Enhanced Services
- c) The process you shall have in place to ensure Supplier Personnel possess the necessary skills and knowledge to provide advice and recommendations in relation to Contracting Authorities existing print output device infrastructure and how you will support the strategic direction as outlined in paragraphs 3.7.2 and 3.7.3 of Attachment 4a - Framework Schedule 2 Part A: Goods and Services.
- d) The process you will have in place to manage and resolve any potential issues and how progress will be measured during the Supplier Changeover Management process and how this will enable the effective delivery of a future Call Off Contract as outlined in paragraph 3.10.1.6 of Attachment 4a - Framework Schedule 2 Part A: Goods and Services.

Your response should be limited to, and focused on each of the component parts of the question posed (a to d). You should refrain from making generalised statements and providing information not relevant to the topic.

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SECTION C – SCORED QUESTION LOT 2

Lot 2 - Multifunctional Devices and Print Management Services

AQC2 – CONTRACTING AUTHORITIES ACCOUNT MANAGEMENT

Contracting Authorities require Potential Providers to provide an effective Call Off Contract Management service provision as detailed Attachment 4a - Framework Agreement Schedule 2 Part A: Goods and Services.

The Potential Provider must describe the processes you will adopt to enable an effective Contract Management Service which supports the delivery of service levels, value for money, improved User per Device ratio's, hardware and software upgrades and the balanced deployment of the Product Range to Contracting Authorities as detailed in Section 11 of Attachment 4a – Schedule 2 Part A: Goods and Services.

Please demonstrate how you will meet the individual requirements of Contracting Authorities by addressing component parts a) - d) as detailed in the response guidance below:

AQC2 – Response Guidance

All Potential Providers submitting a tender for Lot 2 must answer this question.

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

In order to satisfy the requirement and the associated question, the Potential Provider shall clearly demonstrate:

- a) The process you will have in place and the measures you will adopt that will ensure that the actions you take result in a satisfactory resolution of Contracting Authorities issue(s) and how a Performance Improvement Plan (PIP) will effectively support this approach as outlined in paragraph 11.1.6 of Attachment 4a – Schedule 2 Part A: Goods and Services.
- b) The processes you will have in place to ensure that all print jobs on Devices within your area of control are directed to the most efficient and cost effective Device and describe the types of proposals you will make to Contracting Authorities which support the reduction of Contracting Authorities print costs as detailed in paragraph 11.2.1.2 and 11.2.1.4 of Attachment 4a – Schedule 2 Part A: Goods and Services.
- c) The approach you will adopt when introducing 'new' technological hardware and software upgrades to Contracting Authorities and how you will clearly communicate the operational and financial benefits which enable informed decisions to be made as outlined in paragraph 11.3.1.1 of Attachment 4a – Schedule 2 Part A: Goods and Services.
- d) The steps you will have in place to manage and maintain the effective balanced deployment of the Product Range and describe the types of proposals you will make to Contracting Authorities as part of your Call Off Contract Management as

outlined in paragraph 11.6.3.2 of Attachment 4a – Schedule 2 Part A: Goods and Services.

Your response should be limited to, and focused on each of the component parts of the question posed (a to d). You should refrain from making generalised statements and providing information not relevant to the topic.

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SECTION D – SCORED QUESTION LOT 3

LOT 3 Managed Print and Content Management Services

AQD1 - EFFECTIVE DELIVERY OF AN OUTSOURCED SOLUTION.

Contracting Authorities require Potential Providers to provide a Managed Print and Content Management Service to Contracting Authorities as outlined in Attachment 4a- Framework Agreement Schedule 2 Part A: Goods and Services.

Please demonstrate how you will provide an effective Fully Outsourced Solution that establishes a baseline for savings and work proactively with Contracting Authorities to deliver their key objectives and provide flexibility to meet the Contracting Authorities changing business environment in accordance with Section 3 of Attachment 4a- Framework Agreement Schedule 2 Part A: Goods and Services.

Please demonstrate how you will deliver this requirement by addressing component parts a) – d) in the response guidance below.

AQD1 Response Guidance

All Potential Providers submitting a tender for Lot 3 must answer this question.

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

In order to satisfy the requirement and the question associated with the requirement, the Potential Provider shall clearly demonstrate:

- a) How your approach to the due diligence process prior to the implementation of a Call Off Contract will establish a baseline of Contracting Authorities existing costs in order that this will provide a comparison for identified savings and how your communication and engagement with Contracting Authorities will achieve explicit agreement with as outlined in paragraph 3.6.1 of Attachment 4a- Framework Agreement Schedule 2 Part A: Goods and Services.
- b) How you will work proactively with Contracting Authorities to deliver the key objectives in your provision of Managed Print and Content Management Services throughout the duration of the Call Off Contract, as outlined in paragraph 3.4 of Attachment 4a- Framework Agreement Schedule 2 Part A: Goods and Services.
- c) How you will ensure that the range of Equipment you propose will remain in line with the Contracting Authorities print strategy at all times and how you will support the changing business environment of Contracting Authorities throughout the duration of the Call Off contract as outlined in paragraph 3.5.1. 2 and 3.5.1.3 of Attachment 4a- Framework Agreement Schedule 2 Part A: Goods and Services.
- d) How you will ensure that your approach will provide flexibility around the management, (re)location and (re)deployment of Devices throughout the duration of the Call Off contract to support User optimisation as outlined in paragraph 3.5.3.4 of Attachment 4a- Framework Agreement Schedule 2 Part A: Goods and Services.

Your response should be limited to, and focused on each of the component parts of the question posed (a to d). 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 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 (a to d) you are responding to.

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SECTION D – SCORED QUESTION LOT 3

Lot 3 – Managed Print and Content Management Services

AQD2 – DELIVERY OF SAVINGS AND OPERATIONAL EFFICIENCIES

Contracting Authorities require Potential Providers to provide a Managed Print and Content Management Service which delivers savings and operational efficiencies as outlined in Attachment 4a- Framework Agreement Schedule 2 Part A: Goods and Services.

Please demonstrate how you will provide an effective Fully Outsourced Solution that will identify operational efficiencies and the savings achievable for Contracting Authorities when developing options for Third Party and Multi-Vendor Fleet Management, a Mobile Workforce, an Electronic Document Records Management System (EDRMS) and a Hybrid Mail Solution as part of Contracting Authorities requirement in accordance with Section 3 of Attachment 4a- Framework Agreement Schedule 2 Part A: Goods and Services.

Please demonstrate how you will deliver this requirement by addressing component parts a) – d) in the response guidance below.

AQD2 Response Guidance

All Potential Providers submitting a tender for Lot 3 must answer this question.

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

In order to satisfy the requirement and the question associated with the requirement, the Potential Provider shall clearly demonstrate:

- a) How you will ensure the optimisation of Contracting Authorities print environment where third party and multi-vendor fleet management forms part of the Call Off Contract and identify and deliver operational efficiencies and savings as set out in paragraph 3.5.6 of Attachment 4a- Framework Agreement Schedule 2 Part A: Goods and Services.
- b) How you will identify operational efficiencies and potential savings and work with Contracting Authorities to ensure that those opportunities are maximised where a mobile workforce is in place as set out in paragraph 3.5.7 of Attachment 4a- Framework Agreement Schedule 2 Part A: Goods and Services.
- c) How you will identify and deliver operational efficiencies and savings to Contracting Authorities where an Electronic Document and Records Management Systems (EDRMS) is provided as set out in paragraph 3.9.4 of Attachment 4a- Framework Agreement Schedule 2 Part A: Goods and Services.
- d) How you will deliver a secure Hybrid Mail service as part of your Fully Outsourced solution and ensure that any operational efficiencies identified are maximised as set out in paragraph 3.9.5 of Attachment 4a- Framework Agreement Schedule 2 Part A: Goods and Services.

Your response should be limited to, and focused on each of the component parts of the question posed (a to d). 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 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 (a to d) you are responding to.

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SECTION E – SCORED QUESTION LOT 4

Lot 4 - Records Information Management Services

AQE1 – RECORDS INFORMATION MANAGEMENT SYSTEM

Contracting Authorities require Potential Providers to provide and maintain an effective Records Information Management System as detailed in Attachment 4a - Framework Agreement Schedule 2 Part A: Goods and Services.

The Potential Provider must describe the approach and processes you will adopt to ensure the provision of a Records Information Management System that enables the effective delivery of a Records Information Management Service to Contracting Authorities as detailed in Section 9 of Attachment 4a – Schedule 2 Part A: Goods and Services.

Please demonstrate how you will meet the individual requirements of Contracting Authorities by addressing component parts a) - d) as detailed in the response guidance below:

Maximum character count – 8192 character including spaces and punctuation.

AQE1 – Response Guidance

All Potential Providers must answer this question.

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

In order to satisfy the requirement and the associated question, the Potential Provider shall clearly demonstrate:

- a) The processes you will have in place to ensure that access to the Records Information Management System will be restricted to authorised Users with appropriate access therefore safeguarding system data, documentation and information from loss as outlined in paragraph 9.1.7.8 of Attachment 4a – Schedule 2 Part A: Goods and Services.
- b) How the training you provide will be measured to ensure effective use of the Records Information Management System functionality, by Contracting Authorities Users as detailed in paragraph 9.1.8.1 of Attachment 4a – Schedule 2 Part A: Goods and Services.
- c) How your approach, in the event of Records Information Management System downtime, will ensure that the impact on the delivery of the agreed Services is minimised as outlined in paragraph 9.1.10.3 of Attachment 4a – Schedule 2 Part A: Goods and Services.
- d) How the process you apply to the provision of Management Information, available via the Records Information Management System, will support the delivery of Contracting Authorities services as outlined in paragraph 9.1.12.1 of Attachment 4a – Schedule 2 Part A: Goods and Services.

Your response should be limited to, and focused on each of the component parts of the question posed (a to d). 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 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 (a to d) you are responding to.

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SECTION E – SCORED QUESTION LOT 4

Lot 4 - Records Information Management Services

AQE2 – METHODS OF STORAGE AND COST EFFICIENCIES

Contracting Authorities require Potential Providers to have the capacity and capability to store its records as detailed in Attachment 4a - Framework Agreement Schedule 2 Part A: Goods and Services.

The Potential Provider must describe the processes you will have in place to identify the most appropriate and cost effective storage environment for records sent to storage by Contracting Authorities as detailed in Section 9 of Attachment 4a – Schedule 2 Part A: Goods and Services.

Please demonstrate how you will meet the individual requirements of Contracting Authorities by addressing component parts a) - d) as detailed in the response guidance below:

Maximum character count – 8192 character including spaces and punctuation.

AQE2 – Response Guidance

All Potential Providers must answer this question.

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

In order to satisfy the requirement and the associated question, the Potential Provider shall clearly demonstrate:

- a) How you will use your market knowledge to ensure that the methods of storage identified remain the most cost effective and efficient means of storage ensuring compliance throughout the Call Off Contract and how this approach will mitigate Contracting Authorities future Exit requirements as outlined in paragraph 9.2.8 and paragraph 9.2.9 of Attachment 4a – Schedule 2 Part A: Goods and Services.
- b) How the approach that you take to re-shelve Records, as part of the Intake function, will optimise the use of storage space in order to minimise costs for Contracting Authorities as outlined in paragraph 9.3.9 of Attachment 4a – Schedule 2 Part A: Goods and Services.
- c) How the approach you will adopt to your active file area will pro-actively ensure that records identified as being inactive will be appropriately transitioned from the active file area to an inactive or archived storage area as outlined in paragraph 9.11.2 and paragraph 9.11.3 of Attachment 4a – Schedule 2 Part A: Goods and Services.
- d) How your processes will ensure that any identified Exit costs associated with the transfer of Records or data upon the extraction at Call Off Commencement, Expiry or Termination, are clearly communicated and transparent to Contracting

Authorities as outlined in paragraph 9.14.2.2 and paragraph 9.14.2.3 of Attachment 4a – Schedule 2 Part A: Goods and Services.

Your response should be limited to, and focused on each of the component parts of the question posed (a to d). 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 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 (a to d) 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.

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response fully addresses all 4 of the component parts (a to d) of the response guidance above.
75	The Potential Provider's response fully addresses only 3 of the 4 component parts (a to d) of the response guidance above.
50	The Potential Provider's response fully addresses only 2 of the 4 component parts (a to d) of the response guidance above.
25	The Potential Provider's response fully addresses only 1 of the 4 component parts (a to d) of the response guidance above.
0	The Potential Provider's response has not fully addressed any of the 4 component parts (a to d) of the response guidance above. OR A response has not been provided to this question.

SECTION E – SCORED QUESTION LOT 4

Lot 4 - Records Information Management Services

AQE3 – SUPPLIER UTILISATION OF EXPERTISE AND KNOWLEDGE

Contracting Authorities require Potential Providers to have the capability to store Records and to support them in their physical to digital Records process as detailed in Attachment 4a - Framework Agreement Schedule 2 Part A: Goods and Services.

The Potential Provider must describe the processes you will have in place in order to drive down costs whilst maintaining a consistent level of service and how through the utilisation of your market expertise and knowledge you will support Contracting Authorities strategies for optimisation in order to maximise opportunities for financial and operational efficiencies as detailed in Section 4, Section 5, Section 7 and Section 8 of Attachment 4a – Schedule 2 Part A: Goods and Services.

Please demonstrate how you will meet the individual requirements of Contracting Authorities by addressing component parts a) - d) as detailed in the response guidance below:

Maximum character count – 8192 character including spaces and punctuation.

AQE3 – Response Guidance

All Potential Providers must answer this question.

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

In order to satisfy the requirement and the associated question, the Potential Provider shall clearly demonstrate:

- a) How your approach to the storage and management of Inactive Records will ensure that they are continually stored in the most cost effective manner and how this will deliver value for money to Contracting Authorities as outlined in paragraph 4.3 of Attachment 4a – Schedule 2 Part A: Goods and Services.
- b) How your approach to the management and delivery of secure shredding, destruction and disposal services to a range of Contracting Authorities will ensure and maintain that a consistent level of service is provided throughout the Call Off Contract without impacting on cost as outlined in paragraph 5.4 of Attachment 4a – Schedule 2 Part A: Goods and Services.
- c) How the approach and the delivery of your Off-Site and/or On-Site Combined Records Information Management Service will determine how you will support Contracting Authorities strategies in the optimisation of their storage requirements to maximise opportunities for savings and deliver added value as outlined in paragraph 7.4 of Attachment 4a – Schedule 2 Part A: Goods and Services
- d) How your approach to the management and delivery of Scanning Services as part of an end to end Service will support Contracting Authorities to comply with

governments digital by default agenda and how your engagement with these Contracting Authorities will help to identify opportunities for financial and operational efficiencies as outlined in paragraph 8.2 of Attachment 4a – Schedule 2 Part A: Goods and Services.

Your response should be limited to, and focused on each of the component parts of the question posed (a to d). 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 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 (a to d) you are responding to.

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SECTION E – SCORED QUESTION LOT 4

Lot 4 - Records Information Management Services

AQE4 – SPECIALIST RECORDS MANAGEMENT SERVICES

Contracting Authorities require Potential Providers to provide Specialist Records Management Services as detailed in Attachment 4a - Framework Agreement Schedule 2 Part A: Goods and Services.

The Potential Provider must describe the approach and processes you will have in place that enables the effective delivery of a Specialist Records Management Service and the quality measures you will adopt in order to understand Contracting Authorities requirements when considering areas of redaction, information of historical importance and areas where enhanced skills are required as detailed in Section 6 of Attachment 4a – Schedule 2 Part A: Goods and Services.

Please demonstrate how you will meet the individual requirements of Contracting Authorities by addressing component parts a) - d) as detailed in the response guidance below:

Maximum character count – 8192 character including spaces and punctuation

AQE4 – Response Guidance

All Potential Providers must answer this question.

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

In order to satisfy the requirement and the associated question, the Potential Provider shall clearly demonstrate:

- a) The approach you will take when considering information provided at Induction, within Selection Criteria and agreed within the Terms of Reference and determine how this will be used as part of the Appraisal and Selection process to establish the importance of historical information as outlined in paragraph 6.8.3.10 of Attachment 4a – Schedule 2 Part A: Goods and Services.
- b) An approach which ensures that you have quality measures in place in order that you fully understand Contracting Authorities requirements in such a way that you can establish an agreed Terms of Reference with Contracting Authorities as outlined in paragraph 6.8.3.15 of Attachment 4a - Framework Schedule 2 Part A: Goods and Services.
- c) How your processes will identify the area(s) requiring redaction and what details will be provided within your reports to Contracting Authorities as outlined in paragraph 6.8.9.14.1 and paragraph 6.8.9.14.3 of Attachment 4a – Schedule 2 Part A: Goods and Services.
- d) The processes you will have in place to identify the appropriate Supplier Personnel and how you will align the necessary skills to Contracting Authorities requirements

as detailed in paragraph 6.11.4 of Attachment 4a – Schedule 2 Part A: Goods and Services.

Your response should be limited to, and focused on each of the component parts of the question posed (a to d). 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 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 (a to d) you are responding to.

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SECTION F – SCORED QUESTION LOT 5

Lot 5 – Scanning Services

AQF1 - RECORDS INFORMATION MANAGEMENT/ DOCUMENT REPOSITORY SYSTEM:

Contracting Authorities require Potential Providers to provide a full Scanning Service as specified by Contracting Authorities as set out in Attachment 4a – Schedule 2 Part A: Goods and Services.

The Potential Provider must demonstrate how they will deliver the logistical elements of the Scanning Service which includes Bulk Scanning Project Management, short term storage of Physical Records, required User Training and UK Destruction and Archive as set out in Section 3 of Attachment 4a – Schedule 2 Part A: Goods and Services.

Please demonstrate how you will meet the individual requirements of Contracting Authorities by addressing component parts a) - d) as detailed in the response guidance below:

Maximum character count – 8192 character including spaces and punctuation.

AQF1 Response Guidance

All Potential Providers submitting a tender for Lot 5 must answer this question.

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

In order to satisfy the requirement and the associated question, the Potential Provider shall clearly demonstrate:

- a) How you will approach situations that may arise that will require you to have sufficient capability and capacity to manage Bulk Scanning projects for each individual Call Off Contract during periods of high demand in order to meet and maintain the outputs as detailed in paragraph 3.2.2 of Attachment 4a - Framework Agreement Schedule 2 Part A: Goods and Services.
- b) The process you will have in place to provide short term physical storage facilities for Records that are scheduled to be scanned and how you will minimise the period for which the physical records are stored as detailed in paragraph 3.2.6 of Attachment 4a - Framework Agreement Schedule 2 Part A: Goods and Services
- c) The process you will have in place to ensure Contracting Authorities Users are appropriately trained to support effective use of the Supplier Records Information Management System /Document Repository System, and how you will monitor the effective use of the system Users at regular intervals as outlined in paragraph 3.3.5 of Attachment 4a - Framework Agreement Schedule 2 Part A: Goods and Services.
- d) The process you shall have in place to ensure that an effective Destruction and Archive Service is delivered as part of a full end to end scanning service across

the UK (England, Northern Ireland, Scotland and Wales) as specified by Contracting Authorities, as outlined in paragraphs 3.5.1 and 3.5.11 of Attachment 4a - Framework Agreement Schedule 2 Part A: Goods and Services.

Your response should be limited to, and focused on each of the component parts of the question posed (a to d). 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 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 (a to d) you are responding to.

Maximum character count – 8192 characters including spaces and punctuation. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation.

Marking Scheme	Evaluation Guidance
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50	The Potential Provider's response fully addresses only 2 of the 4 component parts (a to d) of the response guidance above.
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0	The Potential Provider's response has not fully addressed any of the 3 component parts (a to d) of the response guidance above. OR A response has not been provided to this question.

SECTION F – SCORED QUESTION LOT 5

Lot 5 – Scanning Services

AQF2 RECORDS INFORMATION MANAGEMENT/ DOCUMENT REPOSITORY SYSTEM REQUIREMENT:

Contracting Authorities require Potential Providers to provide a full Scanning Service as specified by Contracting Authorities as set out in Attachment 4a – Schedule 2 Part A: Goods and Services.

The Potential Provider must demonstrate how they will deliver and engage with Contracting Authorities through the provision of and/or interaction with a Records Information Management/ Document Repository System as set out in Section 3 and Section 4 of Attachment 4a – Schedule 2 Part A: Goods and Services.

Please demonstrate how you will deliver this requirement by addressing component parts a)-d) as detailed in the response guidance below

AQF2 Response Guidance

All Potential Providers submitting a tender for Lot 5 must answer this question.

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

In order to satisfy the requirement and the associated question, the Potential Provider shall clearly demonstrate:

- a) The process you will adopt in order to enable all User management capabilities for the Records Information System/ Document Repository System, as set out in paragraph 3.3.2 of Attachment 4a – Schedule 2 Part A: Goods and Services and how this will support efficient use of the system and access to the scanned image.
- b) The process that you shall apply to ensure the transfer of scanned image(s) to Contracting Authorities' Records Information/ Document Repository System and how this will provide Contracting Authorities with a clear audit trail of all relevant activity as outlined in paragraph 3.4.7.1 of Attachment 4a - Schedule 2 Part A: Goods and Services.
- c) The process you shall have in place to report and resolve any incidents that may arise from the Records Information Management/ Document Repository Systems, as specified in paragraph 4.3.1 of Attachment 4a - Schedule 2 Part A: Goods and Services in order to minimise any risk to Contracting Authorities.
- d) The process that you will have in place to maintain the continuity of the Records Information/ Document Repository System and how you will ensure that the procedures in place back-up and restore data in the event of any unplanned downtime, as specified in paragraph 4.4.2 of Attachment 4a - Schedule 2 Part A: Goods and Services.

Your response should be limited to, and focused on each of the component parts of the question posed (a to d). 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 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 (a to d) you are responding to.

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50	The Potential Provider's response fully addresses only 2 of the 4 component parts (a to d) of the response guidance above.
25	The Potential Provider's response fully addresses only 1 of the 4 component parts (a to d) of the response guidance above.
0	<p>The Potential Provider's response has not fully addressed any of the 3 component parts (a to d) of the response guidance above.</p> <p>OR</p> <p>A response has not been provided to this question.</p>

SECTION G – SCORED QUESTION LOT 6

Lot 6 – Sensitivity Review Service

AQG1 SELECTING, APPOINTING AND ACCESS TO SUPPLIER PERSONNEL:

Contracting Authorities require Potential Providers to demonstrate how they will have the operational capacity and capability to meet the requirements in accordance with this Framework Schedule 2 Part A: Goods and Services.

The Potential Provider must demonstrate how they will ensure the identification, selection/ appointment and continued access to suitably experienced and qualified Supplier Personnel to undertake the Services specified in Section 6 of Attachment 4a – Schedule 2 Part A: Goods and Services to support Contracting Authorities.

Please demonstrate how you will meet the individual requirements of Contracting Authorities by addressing component parts a)-d) as detailed in the response guidance below:

AQG1 Response Guidance

All Potential Providers submitting a tender for Lot 6 must answer this question.

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

In order to satisfy the requirement and the associated question, the Potential Provider shall clearly demonstrate:

- a) The process that you will adopt to successfully **identify** 'Subject Matter Experts' and Experts in the field of diplomacy and Project Managers with the experience, knowledge and skills relevant to Contracting Authorities requirements, as outlined in paragraph 6.2.1, 6.3.1 and 6.4.1 of Framework Agreement Schedule 2 Part A: Goods and Services.
- b) The process that you will adopt to successfully **select and appoint** and 'Subject Matter Experts' and Experts in the field of diplomacy and Project Managers with the experience, knowledge and skills relevant to Contracting Authorities requirements, as outlined in paragraph 6.2.1, 6.3.1 and 6.4.1 of Framework Agreement Schedule 2 Part A: Goods and Services.
- c) The process that you will adopt to ensure **continued access** to 'Subject Matter Experts', Experts in the field of diplomacy and Project Managers with the experience, knowledge and skills relevant to Contracting Authorities requirements, as outlined in paragraph 6.1.5 of Framework Agreement Schedule 2 Part A: Goods and Services.

Your response should be limited to, and focused 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 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 (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 evaluation.

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response fully addresses all 3 of the component parts (a to d) of the response guidance above.
66	The Potential Provider's response fully addresses only 2 of the 3 component parts (a to d) of the response guidance above.
33	The Potential Provider's response fully addresses only 1 of the 3 component parts (a to d) of the response guidance above.
0	The Potential Provider's response has not fully addressed any of the 3 component parts (a to d) of the response guidance above. OR A response has not been provided to this question

SECTION G – SCORED QUESTION LOT 6

Lot 6 – Sensitivity Review Service

AQG2 – CALL OFF CONTRACT MANAGEMENT PERFORMANCE AND QUALITY CONTROL

Contracting Authorities require Potential Providers to deliver the Sensitivity Review Service via an effective Call Off Contract Management performance and quality control in order to meet their requirements in accordance with this Framework Schedule 2 Part A: Goods and Services.

The Potential Provider must demonstrate how they will ensure that the Supplier Personnel achieve the required level of quality in the delivery of the Service and have effective controls in place to manage the performance as specified in Section 3 and Section 9 of Attachment 4a – Schedule 2 Part A: Goods and Services to support Contracting Authorities.

Please demonstrate how you will meet the individual requirements of Contracting Authorities by addressing component parts a)-c) as detailed in the response guidance below:

AQG2 - Response Guidance

All Potential Providers submitting a tender for Lot 6 must answer this question.

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

In order to satisfy the requirement and the associated question, the Potential Provider shall clearly demonstrate:

- a) The approach you will adopt when attending Contracting Authorities induction events to demonstrate that you fully understand Contracting Authorities stated criteria and how this will enable the effective delivery of the required outputs as detailed in paragraphs 3.6.2 and 3.6.3 of Attachment 4b - Schedule 2 Part A: Goods and Services.
- b) The process you will have in place to ensure compliance with the scheduled volumes of contracted Services as specified by Contracting Authorities as detailed in paragraph 3.7.1 of Attachment 4b - Schedule 2 Part A: Goods and how through periodic reviews you will demonstrate a qualitative output and the approach you will take to proactively increase productivity throughout the Call Off period.
- c) The process you will adopt to ensure the actions you take, where service levels are not being met and extra resources are committed, result in a satisfactory resolution of the Contracting Authorities issue(s) and how a Performance Improvement Plan (PIP) will effectively support this process as outlined in paragraph 9.1.6 of Attachment 4a – Schedule 2 Part A: Goods and Services.

Your response should be limited to, and focused 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 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 (a to c) you are responding to.

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SECTION H – SCORED QUESTION LOT 7

Lot 7 – Audit and Consultancy Services

AQH1 - PERFORMANCE AND DELIVERY

Contracting Authorities require Potential Providers to provide an entirely independent Vendor Neutral Audit and Consultancy Service, based on total cost transparency of the Contracting Authorities existing information management processes as detailed in Attachment 4a - Schedule 2 Part A: Goods and Services to support Contracting Authorities.

The Potential Provider must demonstrate how you will utilise the four (4) staged methodology of Approach, Assessment, Analyse and Advice as detailed in Sections 3 and Section 4 of Attachment 4a – Schedule 2 Part A: Goods and Services to support Contracting Authorities to influence and support their strategies in the management of its Print and Information Content Management and Records Management Audit and Consultancy Services.

Please demonstrate how you will meet the individual requirements of Contracting Authorities by addressing component parts a)-c) as detailed in the response guidance below:

AQH1 Response Guidance

All Potential Providers submitting a tender for Lot 7 must answer this question.

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

In order to satisfy the requirement and the associated question, the Potential Provider shall clearly demonstrate:

- a) How you will provide a structured approach to enable Contracting Authorities to determine the required outputs as detailed in Section 3.7 and 4.7 of Attachment 4a – Schedule 2 Part A: Goods and Services.
- b) How the steps that you will have in place will ensure that you fully understand Contracting Authorities Audit objectives and the measures you will use will enable effective delivery of the required outputs as detailed in sections 3.8 and 4.8 of Attachment 4b - Schedule 2 Part A: Goods and Services.
- c) The methods of analysis that you will utilise to undertake an in-depth investigation of the current environment as detailed in sections 3.9 and 4.9 of Attachment 4a - Schedule 2 Part A: Goods and Services.
- d) Demonstrate how you will present your findings using the data obtained during the analysis stage and formally propose to Contracting Authorities ways in which they can adopt an effective and efficient future output strategy as detailed in Sections 3.10 and 4.10 of Attachment 4a – Schedule 2 Part A: Goods and Services.

Your response should be limited to, and focused on each of the component parts of the question posed (a to d). 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 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 (a to d) you are responding to.

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SECTION H – SCORED QUESTION LOT 7

Lot 7 – Audit and Consultancy Services

AQH2 – SUPPLIER PERSONNEL

Contracting Authorities require Potential Providers to provide and effectively manage experienced Supplier Personnel to provide Audit and Consultancy Service as detailed in Attachment 4a - Schedule 2 Part A: Goods and Services.

The Potential Provider must demonstrate how they will select, appoint and manage experienced Supplier Personnel in order that they maintain sufficient capability and capacity throughout this Framework Agreement in order to fulfil the Services specified in Section 2, Section 3, Section 4, Section 6 and Section 8 of Attachment 4a – Schedule 2 Part A: Goods and Services to support Contracting Authorities and the Authority.

Please demonstrate how you will meet the individual requirements of Contracting Authorities by addressing component parts a)-d) as detailed in the response guidance below:

AQH2 Response Guidance

All Potential Providers submitting a tender for Lot 7 must answer this question.

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

In order to satisfy the requirement and the associated question, the Potential Provider shall clearly demonstrate:

- a) How the steps you will have in place will enable you to measure whether you have sufficient capability and capacity and experienced Supplier personnel for each individual Call Off Contract during periods of high demand in order to meet and maintain the outputs as detailed in paragraph 2.3 of Attachment 4a - Framework Agreement Schedule 2 Part A: Goods and Services.
- b) How you will identify, select and appoint the most suitably experienced Supplier personnel and how you will take steps to ensure impartial advice is provided by Contracting Authorities as outlined in Sections 3.11 and 4.11 of Attachment 4a - Schedule 2 Part A: Goods and Services.
- c) The process you will utilise to identify, select and appoint experienced Supplier personnel as detailed in paragraph 6.1.4 of Attachment 4a - Schedule 2 Part A: Goods and Services, and the methods you will adopt to ensure their knowledge is maintained in line with best practice to ensure the most effective fulfilment of the specific requirements of individual Call Off contracts.
- d) The process you will have in place for managing the performance of appointed Supplier personnel in the effective delivery of Framework Management requirements and how this will ensure the required Authority outputs are delivered within agreed timescales as outlined in section 8.4 of Attachment 4a - Schedule 2 Part A: Goods and Services.

Your response should be limited to, and focused on each of the component parts of the question posed (a to d). You should refrain from making generalised statements and providing information not relevant to the topic.

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