



Crown
Commercial
Service

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

VEHICLE HIRE SERVICES

REFERENCE NUMBER

RM1062

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 QUESTIONS

SECTION B – SCORED QUESTIONS FOR ALL LOTS

SECTION C – SCORED QUESTIONS FOR LOTS 1, 2, 3, 4 & 6

SECTION D – SCORED QUESTIONS FOR LOT 5 ONLY

SECTION E – INFORMATION ONLY FOR ALL LOTS

- 2.2 If you fail to provide a response to any 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 you as a Potential Provider excluded from further participation in this Procurement.
- 2.3 If a Tender is deemed to have failed to meet the minimum quality threshold in accordance with paragraph 10.5.5 of the ITT (Attachment 1), the Tenderer will not proceed to the next stage and you as a Potential Provider will be excluded from further participation in this Procurement.
- 2.4 A summary of all the questions contained within the Award Questionnaire, along with the Marking Scheme and Maximum Score Available (where applicable) for each question is set out below

SECTION A – MANDATORY QUESTIONS LOT 1 ONLY			
Mandatory Requirements – LOT 1 UK Vehicle Hire: Passenger Car's Hire, Light Commercial Vehicles (LCV) Hire, General on road 4 x 4s Vehicles Hire			
	Specification Reference		
AQA1	3.1	Vehicle Specifications	YES/NO
AQA2	3.2	Account Management	YES/NO
AQA3	3.3	Documentation	YES/NO
AQA4	3.4	Breakdown and Roadside Assistance	YES/NO
AQA5	3.5	Accident/Incident Reporting	YES/NO
AQA6	3.6	Maintenance	YES/NO
AQA7	3.7	Replacement Vehicles	YES/NO
AQA8	3.8	Motor Insurance Database	YES/NO
AQA9	3.9	Airport Service	YES/NO
AQA10	3.10	Data Security Management	YES/NO
AQA11	3.11	Confidentiality/Enhanced Security	YES/NO
AQA12	3.12	Hours of Service	YES/NO
AQA13	3.13	Booking Arrangements	YES/NO
AQA14	3.14	Delivery and Collection	YES/NO
AQA15	3.15	Cancellation/Abortive Delivery and Collection	YES/NO
AQA16	3.16	Payment and Invoicing	YES/NO
AQA17	3.17	Taking Vehicles to Other Countries	YES/NO
AQA18	3.18	Fuels	YES/NO
AQA19	3.19	Special Requirements of Contracting Authority(s)	YES/NO
AQA20	3.20	Sustainability	YES/NO
AQA21	3.21	Key Performance Indicators	YES/NO
AQA22	3.22	Penalties, Fines and Congestion Charges	YES/NO

AQA23	3.23	Nominated Crown Travel & Venue Service (RM3735) Companies	YES/NO
AQA24	3.24	The Hire Period	YES/NO
AQA25	3.25	Mileage Restrictions	YES/NO
AQA26	3.26	General Requirements	YES/NO

SECTION A - MANDATORY QUESTIONS LOT 2 ONLY			
Mandatory Requirements – LOT 2 UK 4x4 Vehicle Hire (with full off road capability)			
	Specification Reference		
AQA27	4.1	Vehicle Specifications	YES/NO
AQA28	4.2	Account Management	YES/NO
AQA29	4.3	Documentation	YES/NO
AQA30	4.4	Breakdown and Roadside Assistance	YES/NO
AQA31	4.5	Accident/Incident Reporting	YES/NO
AQA32	4.6	Maintenance	YES/NO
AQA33	4.7	Replacement Vehicles	YES/NO
AQA34	4.8	Motor Insurance Database	YES/NO
AQA35	4.9	Airport Service	YES/NO
AQA36	4.10	Data Security Management	YES/NO
AQA37	4.11	Confidentiality/Enhanced Security	YES/NO
AQA38	4.12	Hours of Service	YES/NO
AQA39	4.13	Booking Arrangements	YES/NO
AQA40	4.14	Delivery and Collection	YES/NO
AQA41	4.15	Cancellation/Abortive Delivery and Collection	YES/NO
AQA42	4.16	Payment and Invoicing	YES/NO
AQA43	4.17	Taking Vehicles to Other Countries	YES/NO
AQA44	4.18	Fuels	YES/NO
AQA45	4.19	Special Requirements of Contracting Authority(s)	YES/NO
AQA46	4.20	Sustainability	YES/NO
AQA47	4.21	Key Performance Indicators	YES/NO
AQA48	4.22	Penalties, Fines and Congestion Charges	YES/NO
AQA49	4.23	The Hire Period	YES/NO
AQA50	4.24	Mileage Restrictions	YES/NO

AQA51	4.25	General Requirements	YES/NO
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SECTION A - MANDATORY QUESTIONS LOT 3 ONLY			
Mandatory Requirements – LOT 3 UK Minibus Hire			
	Specification Reference		
AQA52	5.1	Vehicle Specifications	YES/NO
AQA53	5.2	Account Management	YES/NO
AQA54	5.3	Documentation	YES/NO
AQA55	5.4	Breakdown and Roadside Assistance	YES/NO
AQA56	5.5	Accident/Incident Reporting	YES/NO
AQA57	5.6	Maintenance	YES/NO
AQA58	5.7	Replacement Vehicles	YES/NO
AQA59	5.8	Motor Insurance Database	YES/NO
AQA60	5.9	Airport Service	YES/NO
AQA61	5.10	Data Security Management	YES/NO
AQA62	5.11	Confidentiality/Enhanced Security	YES/NO
AQA63	5.12	Hours of Service	YES/NO
AQA64	5.13	Booking Arrangements	YES/NO
AQA65	5.14	Delivery and Collection	YES/NO
AQA66	5.15	Cancellation/Abortive Delivery and Collection	YES/NO
AQA67	5.16	Payment and Invoicing	YES/NO
AQA68	5.17	Taking Vehicles to Other Countries	YES/NO
AQA69	5.18	Fuels	YES/NO
AQA70	5.19	Special Requirements of Contracting Authority(s)	YES/NO
AQA71	5.20	Sustainability	YES/NO
AQA72	5.21	Key Performance Indicators	YES/NO
AQA73	5.22	Penalties, Fines and Congestion Charges	YES/NO
AQA74	5.23	Nominated Crown Travel & Venue Service (RM3735) Companies	YES/NO
AQA75	5.24	The Hire Period	YES/NO
AQA76	5.25	Mileage Restrictions	YES/NO
AQA77	5.26	General Requirements	YES/NO

SECTION A - MANDATORY QUESTIONS LOT 4 ONLY			
Mandatory Requirements – LOT 4 Heavy Goods Vehicles (HGVs) and Heavy Commercial Vehicles (HCVs) over 3.5 tonnes Hire.			
	Specification Reference		
AQA78	6.1	Vehicle Specifications	YES/NO
AQA79	6.2	Account Management	YES/NO
AQA80	6.3	Documentation	YES/NO
AQA81	6.4	Breakdown and Roadside Assistance	YES/NO
AQA82	6.5	Accident/Incident Reporting	YES/NO
AQA83	6.6	Maintenance	YES/NO
AQA84	6.7	Replacement Vehicles	YES/NO
AQA85	6.8	Motor Insurance Database	YES/NO
AQA86	6.9	Data Security Management	YES/NO
AQA87	6.10	Confidentiality/Enhanced Security	YES/NO
AQA88	6.11	Hours of Service	YES/NO
AQA89	6.12	Booking Arrangements	YES/NO
AQA90	6.13	Delivery and Collection	YES/NO
AQA91	6.14	Cancellation/Abortive Delivery and Collection	YES/NO
AQA92	6.15	Payment and Invoicing	YES/NO
AQA93	6.16	Taking Vehicles to Other Countries	YES/NO
AQA94	6.17	Fuels	YES/NO
AQA95	6.18	Special Requirements of Contracting Authority(s)	YES/NO
AQA96	6.19	Sustainability	YES/NO
AQA97	6.20	Key Performance Indicators	YES/NO
AQA98	6.21	Penalties, Fines and Congestion Charges	YES/NO
AQA99	6.22	The Hire Period	YES/NO
AQA100	6.23	Mileage Restrictions	YES/NO
AQA101	6.24	General Requirements	YES/NO

SECTION A - MANDATORY QUESTIONS LOT 5 ONLY			
Mandatory Requirements – LOT 5 UK CAR SHARE			
	Specification Reference		
AQA102	7.1	General Requirements	YES/NO
AQA103	7.2	Vehicle Specifications	YES/NO
AQA104	7.3	Account Management	YES/NO
AQA105	7.4	Documentation	YES/NO
AQA106	7.5	Breakdown and Roadside Assistance	YES/NO
AQA107	7.6	Accident/Incident Reporting	YES/NO
AQA108	7.7	Maintenance	YES/NO
AQA109	7.8	Motor Insurance Database	YES/NO
AQA110	7.9	Data Security Management	YES/NO
AQA111	7.10	Hours of Service	YES/NO
AQA112	7.11	Payment and Invoicing	YES/NO
AQA113	7.12	Fuels	YES/NO
AQA114	7.13	Special Requirements of Contracting Authority(s)	YES/NO
AQA115	7.14	Sustainability	YES/NO
AQA116	7.15	Key Performance Indicators	YES/NO
AQA117	7.16	Penalties, Fines and Congestion Charges	YES/NO

SECTION A - MANDATORY QUESTIONS LOT 6 ONLY			
Mandatory Requirements – LOT 6 International Vehicle Hire			
	Specification Reference		
AQA118	8.1	Vehicle Specifications	YES/NO
AQA119	8.2	Account Management	YES/NO
AQA120	8.3	Documentation	YES/NO
AQA121	8.4	Breakdown and Roadside Assistance	YES/NO
AQA122	8.5	Accident/Incident Reporting	YES/NO
AQA123	8.6	Maintenance	YES/NO
AQA124	8.7	Replacement Vehicles	YES/NO
AQA125	8.8	Motor Insurance Database	YES/NO
AQA126	8.9	Airport Service	YES/NO
AQA127	8.10	Data Security Management	YES/NO
AQA128	8.11	Confidentiality/Enhanced Security	YES/NO

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Attachment 3 - Award Questionnaire Response Guidance, Evaluation and Marking Scheme

Version 1

AQA129	8.12	Hours of Service	YES/NO
AQA130	8.13	Booking Arrangements	YES/NO
AQA131	8.14	Delivery and Collection	YES/NO
AQA132	8.15	Cancellation/Abortive Delivery and Collection	YES/NO
AQA133	8.16	Payment and Invoicing	YES/NO
AQA134	8.17	Taking Vehicles to Other Countries	YES/NO
AQA135	8.18	Fuels	YES/NO
AQA136	8.19	Special Requirements of Contracting Authority(s)	YES/NO
AQA137	8.20	Sustainability	YES/NO
AQA138	8.21	Key Performance Indicators	YES/NO
AQA139	8.22	Penalties, Fines and Congestion Charges	YES/NO
AQA140	8.23	Nominated Crown Travel & Venue Service (RM3735) Companies	YES/NO
AQA141	8.24	The Hire Period	YES/NO
AQA142	8.25	Mileage Restrictions	YES/NO
AQA143	8.26	General Requirements	YES/NO

SECTION B - SCORED QUESTIONS FOR ALL LOTS

QUESTION		Marking Scheme	Weighting (%)
AQB1	Account Management	100/75/50/25/0	25
AQB2	Order Process	100/75/50/25/0	25
AQB3	Complaints Procedure	100/75/50/25/0	5

SECTION C - SCORED QUESTIONS FOR SPECIFIC LOTS 1, 2, 3, 4 & 6

QUESTION		Marking Scheme	Weighting (%)
AQC1	Service Delivery	100/66/33/0	25
AQC2	Additional Charges	100/66/33/0	20

SECTION D - SCORED QUESTIONS LOT 5 ONLY

QUESTION		Marking Scheme	Weighting (%)
AQD1	Service Delivery	100/66/33/0	25

AQD2	Additional Charges	100/66/33/0	20
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SECTION E – INFORMATION ONLY – ALL LOTS

QUESTION		Marking Scheme	Weighting (%)
AQE1	Data Security	N/A	N/A

SECTION A – MANDATORY REQUIREMENTS

AQA1 – AQA26 MANDATORY REQUIREMENTS LOT 1 UK Vehicle Hire: Passenger Car's Hire, Light Commercial Vehicles (LCV) Hire, General on road 4 x 4s Vehicles Hire

Potential Providers Submitting a Tender for LOT 1 must answer YES or NO to ALL questions AQA1 to AQA26

The Authority requires the Potential Provider to provide the Services which meet **ALL** the mandatory requirements which are set out in paragraphs 3.1 to 3.26 of Framework Agreement Schedule 2 Part A (Services) in LOT 1 UK Vehicle Hire: Passenger Car's Hire, Light Commercial Vehicles (LCV) Hire, General on road 4 x 4s Vehicles Hire from the implementation date of any Contracting Authority(s) Call Off Agreements.

If you are Tendering for LOT 1 please select option **YES** or **NO** to indicate that, in the event you are awarded a place on the LOT 1 on this Framework Agreement, you will or will not be able or be willing to provide Services which meet **ALL** the mandatory requirements which are set out in the LOT 1 in paragraphs 3.1 to 3.26 of Framework Agreement Schedule 2 Part A (Services) from the implementation date of any Contracting Authority(s) Call Off Agreements.

Framework Agreement Schedule 2 Part A (Services) Paragraph no		Mandatory Requirements – ALL LOTS	Response Required
AQA1	3.1	Vehicle Specifications	YES/NO
AQA2	3.2	Account Management	YES/NO
AQA3	3.3	Documentation	YES/NO
AQA4	3.4	Breakdown and Roadside Assistance	YES/NO
AQA5	3.5	Accident/Incident Reporting	YES/NO
AQA6	3.6	Maintenance	YES/NO
AQA7	3.7	Replacement Vehicles	YES/NO
AQA8	3.8	Motor Insurance Database	YES/NO

AQA9	3.9	Airport Service	YES/NO
AQA10	3.10	Data Security Management	YES/NO
AQA11	3.11	Confidentiality/Enhanced Security	YES/NO
AQA12	3.12	Hours of Service	YES/NO
AQA13	3.13	Booking Arrangements	YES/NO
AQA14	3.14	Delivery and Collection	YES/NO
AQA15	3.15	Cancellation/Abortive Delivery and Collection	YES/NO
AQA16	3.16	Payment and Invoicing	YES/NO
AQA17	3.17	Taking Vehicles to Other European Countries	YES/NO
AQA18	3.18	Fuels	YES/NO
AQA19	3.19	Special Requirements of Contracting Authority(s)	YES/NO
AQA20	3.20	Sustainability	YES/NO
AQA21	3.21	Key Performance Indicators	YES/NO
AQA22	3.22	Penalties, Fines and Congestion Charges	YES/NO
AQA23	3.23	Nominated Crown Travel & Venue Service (RM3735) Companies	YES/NO
AQA24	3.24	The Hire Period	YES/NO
AQA25	3.25	Mileage Restrictions	YES/NO
AQA26	3.26	General Requirements	YES/NO

AQA1 to AQA26 Response Guidance

You must answer all questions AQA1 to AQA26 YES or NO if you are submitting a Tender for LOT 1.

All questions AQA1 to AQA26 are YES/NO questions. If you are submitting a Tender for LOT 1 and fail to select option YES to a mandatory requirement AQA1 to AQA26, you will be unable to continue in this Procurement.

You are required to select either option **YES** or **NO** from the drop-down menu in the table, for each mandatory requirement AQA1 to AQA26.

Providing a **YES** response to AQA1 to AQA26 means that you will provide a Vehicle Hire Service which meets **ALL** the mandatory requirements listed at AQA1 to AQA26 which are set out in paragraphs 3.1 to 3.26 of Framework Agreement Schedule 2 Part A (Services), from the implementation date of any Contracting Authority(s) Call Off Agreements.

If you will not be able, or you will not be willing, to provide a Vehicle Hire Service which meets **ALL** the mandatory requirements listed at AQA1 to AQA26 which are set out in paragraphs 3.1 to 3.26 of Framework Agreement Schedule 2 Part A (Services) from the implementation date of any Contracting Authority(s) Call Off Agreements, and select **NO** to one or more mandatory requirements AQA1 to AQA26, then you will be unable to continue in this Procurement.

Marking Scheme	Evaluation Guidance
PASS	You have selected option YES confirming that you will, and will be willing to provide a Vehicle Hire Service which meets ALL the mandatory requirements which are set out in paragraphs 3.1 to 3.26 of Framework Agreement Schedule 2 Part A (Services) from the implementation date of any Contracting Authority(s) Call Off Agreements
FAIL	<p>You have selected option NO confirming that you will not be willing, or will not be able, to provide a Vehicle Hire Service which meets ALL the mandatory requirements which are set out in paragraphs 3.1 to 3.26 of Framework Agreement Schedule 2 Part A (Services) from the implementation date of any Contracting Authority(s) Call Off Agreements.</p> <p>OR</p> <p>You have not answered this question.</p>

AQA27 – AQA51 MANDATORY REQUIREMENTS LOT 2
UK 4x4 Vehicle Hire (with full off road capability)

Potential Providers Submitting a Tender for LOT 2 must answer YES or NO to ALL questions AQA27 to AQA51

The Authority requires the Potential Provider to provide the Services which meet **ALL** the mandatory requirements which are set out in paragraphs 4.1 to 4.25 of Framework Agreement Schedule 2 Part A (Services) in LOT 2 UK 4x4 Vehicle Hire (with full off road capability) from the implementation date of any Contracting Authority(s) Call Off Agreements.

If you are Tendering for LOT 2 please select option **YES** or **NO** to indicate that, in the event you are awarded a place on the LOT 2 on this Framework Agreement, you will or will not be able or be willing to provide Services which meet **ALL** the mandatory requirements which are set out in the LOT 2 in paragraphs 4.1 to 4.25 of Framework Agreement Schedule 2 Part A (Services) from the implementation date of any Contracting Authority(s) Call Off Agreements.

Framework Agreement Schedule 2 Part A (Services) Paragraph no		Mandatory Requirements – ALL LOTS	Response Required
AQA27	4.1	Vehicle Specifications	YES/NO
AQA28	4.2	Account Management	YES/NO

AQA29	4.3	Documentation	YES/NO
AQA30	4.4	Breakdown and Roadside Assistance	YES/NO
AQA31	4.5	Accident/Incident Reporting	YES/NO
AQA32	4.6	Maintenance	YES/NO
AQA33	4.7	Replacement Vehicles	YES/NO
AQA34	4.8	Motor Insurance Database	YES/NO
AQA35	4.9	Airport Service	YES/NO
AQA36	4.10	Data Security Management	YES/NO
AQA37	4.11	Confidentiality/Enhanced Security	YES/NO
AQA38	4.12	Hours of Service	YES/NO
AQA39	4.13	Booking Arrangements	YES/NO
AQA40	4.14	Delivery and Collection	YES/NO
AQA41	4.15	Cancellation/Abortive Delivery and Collection	YES/NO
AQA42	4.16	Payment and Invoicing	YES/NO
AQA43	4.17	Taking Vehicles to Other European Countries	YES/NO
AQA44	4.18	Fuels	YES/NO
AQA45	4.19	Special Requirements of Contracting Authority(s)	YES/NO
AQA46	4.20	Sustainability	YES/NO
AQA47	4.21	Key Performance Indicators	YES/NO
AQA48	4.22	Penalties, Fines and Congestion Charges	YES/NO
AQA49	4.23	The Hire Period	YES/NO
AQA50	4.24	Mileage Restrictions	YES/NO
AQA51	4.25	General Requirement	YES/NO

AQA27 to AQA51 Response Guidance

You must answer all questions AQA27 to AQA51 YES or NO if you are submitting a Tender for LOT 2.

All questions AQA27 to AQA51 are YES/NO questions. If you are submitting a Tender for LOT 2 and fail to select option YES to a mandatory requirement AQA27 to AQA51, you will be unable to continue in this Procurement.

You are required to select either option **YES** or **NO** from the drop-down menu in the table, for each mandatory requirement AQA27 to AQA51.

Providing a **YES** response to AQA27 to AQA51 means that you will provide a Vehicle Hire Service which meets **ALL** the mandatory requirements listed at AQA27 to AQA51 which are set out in paragraphs 4.1 to 4.25 of Framework Agreement Schedule 2 Part A (Services), from the implementation date of any Contracting Authority(s) Call Off Agreements.

If you will not be able, or you will not be willing, to provide a Vehicle Hire Service which meets **ALL** the mandatory requirements listed at AQA27 to AQA51 which are set out in paragraphs 4.1 to 4.25 of Framework Agreement Schedule 2 Part A (Services) from the implementation date of any Contracting Authority(s) Call Off Agreements, and select **NO** to one or more mandatory requirements AQA27 to AQA51, then you will be unable to continue in this Procurement.

Marking Scheme	Evaluation Guidance
PASS	You have selected option YES confirming that you will, and will be willing to provide a Vehicle Hire Service which meets ALL the mandatory requirements which are set out in paragraphs 4.1 to 4.25 of Framework Agreement Schedule 2 Part A (Services) from the implementation date of any Contracting Authority(s) Call Off Agreements.
FAIL	<p>You have selected option NO confirming that you will not be willing, or will not be able, to provide a Vehicle Hire Service which meets ALL the mandatory requirements which are set out in paragraphs 4.1 to 4.25 of Framework Agreement Schedule 2 Part A (Services) from the implementation date of any Contracting Authority(s) Call Off Agreements.</p> <p>OR</p> <p>You have not answered this question.</p>

AQA52 – AQA77 MANDATORY REQUIREMENTS LOT 3

UK Minibus Hire

Potential Providers Submitting a Tender for LOT 3 must answer YES or NO to ALL questions AQA52 to AQA77

The Authority requires the Potential Provider to provide the Services which meet **ALL** the mandatory requirements which are set out in paragraphs 5.1 to 5.26 of Framework Agreement Schedule 2 Part A (Services) in LOT 3 UK Minibus Hire from the implementation date of any Contracting Authority(s) Call Off Agreements.

If you are Tendering for LOT 3 please select option **YES** or **NO** to indicate that, in the event you are awarded a place on the LOT 3 on this Framework Agreement, you will or will not be able or be willing to provide Services which meet **ALL** the mandatory requirements which are set out in the LOT 3 in paragraphs 5.1 to 5.26 of Framework Agreement Schedule 2 Part A (Services) from the implementation date of any Contracting Authority(s) Call Off Agreements.

Framework Agreement Schedule 2 Part A (Services)	Mandatory Requirements – ALL LOTS	Response Required
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Paragraph no			
AQA52	5.1	Vehicle Specifications	YES/NO
AQA53	5.2	Account Management	YES/NO
AQA54	5.3	Documentation	YES/NO
AQA55	5.4	Breakdown and Roadside Assistance	YES/NO
AQA56	5.5	Accident/Incident Reporting	YES/NO
AQA57	5.6	Maintenance	YES/NO
AQA58	5.7	Replacement Vehicles	YES/NO
AQA59	5.8	Motor Insurance Database	YES/NO
AQA60	5.9	Airport Service	YES/NO
AQA61	5.10	Data Security Management	YES/NO
AQA62	5.11	Confidentiality/Enhanced Security	YES/NO
AQA63	5.12	Hours of Service	YES/NO
AQA64	5.13	Booking Arrangements	YES/NO
AQA65	5.14	Delivery and Collection	YES/NO
AQA66	5.15	Cancellation/Abortive Delivery and Collection	YES/NO
AQA67	5.16	Payment and Invoicing	YES/NO
AQA68	5.17	Taking Vehicles to Other European Countries	YES/NO
AQA69	5.18	Fuels	YES/NO
AQA70	5.19	Special Requirements of Contracting Authority(s)	YES/NO
AQA71	5.20	Sustainability	YES/NO
AQA72	5.21	Key Performance Indicators	YES/NO
AQA73	5.22	Penalties, Fines and Congestion Charges	YES/NO
AQA74	5.23	Nominated Crown Travel & Venue Service (RM3735) Companies	YES/NO
AQA75	5.24	The Hire Period	YES/NO
AQA76	5.25	Mileage Restrictions	YES/NO
AQA77	5.26	General Requirements	YES/NO

AQA52 to AQA77 Response Guidance

You must answer all questions AQA452 to AQA77 YES or NO if you are submitting a Tender for LOT 3.

All questions AQA52 to AQA77 are YES/NO questions. If you are submitting a Tender for LOT 3 and fail to select option YES to a mandatory requirement AQA52 to AQA77, you will be unable to continue in this Procurement.

You are required to select either option YES or NO from the drop-down menu in the

table, for each mandatory requirement AQA52 to AQA77.

Providing a **YES** response to AQA52 to AQA77 means that you will provide a Vehicle Hire Service which meets **ALL** the mandatory requirements listed at AQA52 to AQA77 which are set out in paragraphs 5.1 to 5.26 of Framework Agreement Schedule 2 Part A (Services), from the implementation date of any Contracting Authority(s) Call Off Agreements.

If you will not be able, or you will not be willing, to provide a Vehicle Hire Service which meets **ALL** the mandatory requirements listed at AQA52 to AQA77 which are set out in paragraphs 5.1 to 5.26 of Framework Agreement Schedule 2 Part A (Services) from the implementation date of any Contracting Authority(s) Call Off Agreements, and select **NO** to one or more mandatory requirements AQA52 to AQA77, then you will be unable to continue in this Procurement.

Marking Scheme	Evaluation Guidance
PASS	You have selected option YES confirming that you will, and will be willing to provide a Vehicle Hire Service which meets ALL the mandatory requirements which are set out in paragraphs 5.1 to 5.26 of Framework Agreement Schedule 2 Part A (Services) from the implementation date of any Contracting Authority(s) Call Off Agreements.
FAIL	<p>You have selected option NO confirming that you will not be willing, or will not be able, to provide a Vehicle Hire Service which meets ALL the mandatory requirements which are set out in paragraphs 5.1 to 5.26 of Framework Agreement Schedule 2 Part A (Services) from the implementation date of any Contracting Authority(s) Call Off Agreements.</p> <p>OR</p> <p>You have not answered this question.</p>

AQA78 – AQA101 MANDATORY REQUIREMENTS LOT 4

Heavy Goods Vehicles (HGVs) and Heavy Commercial Vehicles (HCVs) over 3.5 tonnes Hire.

Potential Providers Submitting a Tender for LOT 4 must answer YES or NO to ALL questions AQA78 to AQA101

The Authority requires the Potential Provider to provide the Services which meet **ALL** the mandatory requirements which are set out in paragraphs 6.1 to 6.24 of Framework Agreement Schedule 2 Part A (Services) in LOT 4 Heavy Goods Vehicles (HGVs) and Heavy Commercial Vehicles (HCVs) over 3.5 tonnes Hire from the implementation date of any Contracting Authority(s) Call Off Agreements.

If you are Tendering for LOT 4 please select option **YES** or **NO** to indicate that, in the event you are awarded a place on the LOT 4 on this Framework Agreement, you will or will not be able or be willing to provide Services which meet **ALL** the mandatory requirements which are set out in the LOT 4 in paragraphs 6.1 to 6.24 of Framework

Agreement Schedule 2 Part A (Services) from the implementation date of any Contracting Authority(s) Call Off Agreements.

Framework Agreement Schedule 2 Part A (Services) Paragraph no		Mandatory Requirements – ALL LOTS	Response Required
AQA78	6.1	Vehicle Specifications	YES/NO
AQA79	6.2	Account Management	YES/NO
AQA80	6.3	Documentation	YES/NO
AQA81	6.4	Breakdown and Roadside Assistance	YES/NO
AQA82	6.5	Accident/Incident Reporting	YES/NO
AQA83	6.6	Maintenance	YES/NO
AQA84	6.7	Replacement Vehicles	YES/NO
AQA85	6.8	Motor Insurance Database	YES/NO
AQA86	6.9	Data Security Management	YES/NO
AQA87	6.10	Confidentiality/Enhanced Security	YES/NO
AQA88	6.11	Hours of Service	YES/NO
AQA89	6.12	Booking Arrangements	YES/NO
AQA90	6.13	Delivery and Collection	YES/NO
AQA91	6.14	Cancellation/Abortive Delivery and Collection	YES/NO
AQA92	6.15	Payment and Invoicing	YES/NO
AQA93	6.16	Taking Vehicles to Other European Countries	YES/NO
AQA94	6.17	Fuels	YES/NO
AQA95	6.18	Special Requirements of Contracting Authority(s)	YES/NO
AQA96	6.19	Sustainability	YES/NO
AQA97	6.20	Key Performance Indicators	YES/NO
AQA98	6.21	Penalties, Fines and Congestion Charges	YES/NO
AQA99	6.22	The Hire Period	YES/NO
AQA100	6.23	Mileage Restrictions	YES/NO
AQA101	6.24	General Requirements	YES/NO

AQA78 to AQA101 Response Guidance

You must answer all questions AQA78 to AQA101 **YES** or **NO** if you are submitting a Tender for LOT 4.

All questions AQA78 to AQA101 are **YES/NO** questions. If you are submitting a Tender

for LOT 4 and fail to select option **YES** to a mandatory requirement AQA78 to AQA101, you will be unable to continue in this Procurement.

You are required to select either option **YES** or **NO** from the drop-down menu in the table, for each mandatory requirement AQA78 to AQA101.

Providing a **YES** response to AQA78 to AQA101 means that you will provide a Vehicle Hire Service which meets **ALL** the mandatory requirements listed at AQA78 to AQA101 which are set out in paragraphs 6.1 to 6.24 of Framework Agreement Schedule 2 Part A (Services), from the implementation date of any Contracting Authority(s) Call Off Agreements

If you will not be able, or you will not be willing, to provide a Vehicle Hire Service which meets **ALL** the mandatory requirements listed at AQA78 to AQA101 which are set out in paragraphs 6.1 to 6.24 of Framework Agreement Schedule 2 Part A (Services) from the implementation date of any Contracting Authority(s) Call Off Agreements, and select **NO** to one or more mandatory requirements AQA78 to AQA101, then you will be unable to continue in this Procurement.

Marking Scheme	Evaluation Guidance
PASS	You have selected option YES confirming that you will, and will be willing to provide a Vehicle Hire Service which meets ALL the mandatory requirements which are set out in paragraphs 6.1 to 6.24 of Framework Agreement Schedule 2 Part A (Services) from the implementation date of any Contracting Authority(s) Call Off Agreements.
FAIL	You have selected option NO confirming that you will not be willing, or will not be able, to provide a Vehicle Hire Service which meets ALL the mandatory requirements which are set out in paragraphs 6.1 to 6.24 of Framework Agreement Schedule 2 Part A (Services) from the implementation date of any Contracting Authority(s) Call Off Agreements. OR You have not answered this question.

AQA102 – AQA117 MANDATORY REQUIREMENTS LOT 5 UK Car Share

Potential Providers Submitting a Tender for LOT 5 must answer YES or NO to ALL questions AQ102 to AQA117

The Authority requires the Potential Provider to provide the Services which meet **ALL** the mandatory requirements which are set out in paragraphs 7.1 to 7.16 of Framework Agreement Schedule 2 Part A (Services) in LOT 5 UK Car Share from the implementation date of any Contracting Authority(s) Call Off Agreements.

If you are Tendering for LOT 5 please select option **YES** or **NO** to indicate that, in the

event you are awarded a place on the LOT 5 on this Framework Agreement, you will or will not be able or be willing to provide Services which meet **ALL** the mandatory requirements which are set out in the LOT 5 in paragraphs 7.1 to 7.16 of Framework Agreement Schedule 2 Part A (Services) from the implementation date of any Contracting Authority(s) Call Off Agreements.

Framework Agreement Schedule 2 Part A (Services) Paragraph no		Mandatory Requirements – ALL LOTS	Response Required
AQA102	7.1	General Requirements	YES/NO
AQA103	7.2	Vehicle Specifications	YES/NO
AQA104	7.3	Account Management	YES/NO
AQA105	7.4	Documentation	YES/NO
AQA106	7.5	Breakdown and Roadside Assistance	YES/NO
AQA107	7.6	Accident/Incident Reporting	YES/NO
AQA108	7.7	Maintenance	YES/NO
AQA109	7.8	Motor Insurance Database	YES/NO
AQA110	7.9	Data Security Management	YES/NO
AQA111	7.10	Hours of Service	YES/NO
AQA112	7.11	Payment and Invoicing	YES/NO
AQA113	7.12	Fuels	YES/NO
AQA114	7.13	Special Requirements of Contracting Authority(s)	YES/NO
AQA115	7.14	Sustainability	YES/NO
AQA116	7.15	Key Performance Indicators	YES/NO
AQA117	7.16	Penalties, Fines and Congestion Charges	YES/NO

AQA102 to AQA117 Response Guidance

You must answer all questions AQA102 to AQA117 YES or NO if you are submitting a Tender for LOT 5.

All questions AQA102 to AQA117 are YES/NO questions. If you are submitting a Tender for LOT 5 and fail to select option YES to a mandatory requirement AQA102 to AQA117, you will be unable to continue in this Procurement.

You are required to select either option **YES** or **NO** from the drop-down menu in the table, for each mandatory requirement AQA102 to AQA117.

Providing a **YES** response to AQA102 to AQA117 means that you will provide a Vehicle Hire Service which meets **ALL** the mandatory requirements listed at AQA102 to AQA117 which are set out in paragraphs 7.1 to 7.16 of Framework Agreement Schedule 2 Part A (Services), from the implementation date of any Contracting Authority(s) Call Off

Agreements.

If you will not be able, or you will not be willing, to provide a Vehicle Hire Service which meets **ALL** the mandatory requirements listed at AQA102 to AQA117 which are set out in paragraphs 7.1 to 7.16 of Framework Agreement Schedule 2 Part A (Services) from the implementation date of any Contracting Authority(s) Call Off Agreements, and select **NO** to one or more mandatory requirements AQA102 to AQA117, then you will be unable to continue in this Procurement.

Marking Scheme	Evaluation Guidance
PASS	You have selected option YES confirming that you will, and will be willing to provide a Vehicle Hire Service which meets ALL the mandatory requirements which are set out in paragraphs 7.1 to 7.16 of Framework Agreement Schedule 2 Part A (Services) from the implementation date of any Contracting Authority(s) Call Off Agreements.
FAIL	<p>You have selected option NO confirming that you will not be willing, or will not be able, to provide a Vehicle Hire Service which meets ALL the mandatory requirements which are set out in paragraphs 7.1 to 7.16 of Framework Agreement Schedule 2 Part A (Services) from the implementation date of any Contracting Authority(s) Call Off Agreements.</p> <p>OR</p> <p>You have not answered this question.</p>

AQA118 – AQA143 MANDATORY REQUIREMENTS LOT 6

International Vehicle Hire

Potential Providers Submitting a Tender for LOT 6 must answer YES or NO to ALL questions AQA118 to AQA143

The Authority requires the Potential Provider to provide the Services which meet **ALL** the mandatory requirements which are set out in paragraphs 8.1 to 8.26 of Framework Agreement Schedule 2 Part A (Services) in LOT 6 International Vehicle Hire from the implementation date of any Contracting Authority(s) Call Off Agreements.

If you are Tendering for LOT 6 please select option **YES** or **NO** to indicate that, in the event you are awarded a place on the LOT 6 on this Framework Agreement, you will or will not be able or be willing to provide Services which meet **ALL** the mandatory requirements which are set out in the LOT 6 in paragraphs 8.1 to 8.26 of Framework Agreement Schedule 2 Part A (Services) from the implementation date of any Contracting Authority(s) Call Off Agreements.

Framework Agreement	Mandatory Requirements – ALL LOTS	Response Required
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Vehicle Hire Services

RM1062

Attachment 3 - Award Questionnaire Response Guidance, Evaluation and Marking Scheme

Version 1

Schedule 2 Part A (Services) Paragraph no			
AQA118	8.1	Vehicle Specifications	YES/NO
AQA119	8.2	Account Management	YES/NO
AQA120	8.3	Documentation	YES/NO
AQA121	8.4	Breakdown and Roadside Assistance	YES/NO
AQA122	8.5	Accident/Incident Reporting	YES/NO
AQA123	8.6	Maintenance	YES/NO
AQA124	8.7	Replacement Vehicles	YES/NO
AQA125	8.8	Motor Insurance Database	YES/NO
AQA126	8.9	Airport Service	YES/NO
AQA127	8.10	Data Security Management	YES/NO
AQA128	8.11	Confidentiality/Enhanced Security	YES/NO
AQA129	8.12	Hours of Service	YES/NO
AQA130	8.13	Booking Arrangements	YES/NO
AQA131	8.14	Delivery and Collection	YES/NO
AQA132	8.15	Cancellation/Abortive Delivery and Collection	YES/NO
AQA133	8.16	Payment and Invoicing	YES/NO
AQA134	8.17	Taking Vehicles to Other Countries	YES/NO
AQA135	8.18	Fuels	YES/NO
AQA136	8.19	Special Requirements of Contracting Authority(s)	YES/NO
AQA137	8.20	Sustainability	YES/NO
AQA138	8.21	Key Performance Indicators	YES/NO
AQA139	8.22	Penalties, Fines and Congestion Charges	YES/NO
AQA140	8.23	Nominated Crown Travel & Venue Service (RM3735) Companies	YES/NO
AQA141	8.24	The Hire Period	YES/NO
AQA142	8.25	Mileage Restrictions	YES/NO
AQA143	8.26	General Requirements	YES/NO
AQA118 to AQA143 Response Guidance You must answer all questions AQA118 to AQA143 YES or NO if you are submitting a Tender for LOT6. All questions AQA118 to AQA143 are YES/NO questions. If you are submitting a Tender for LOT 6 and fail to select option YES to a mandatory requirement AQA118			

to AQA143, you will be unable to continue in this Procurement.

You are required to select either option **YES** or **NO** from the drop-down menu in the table, for each mandatory requirement AQA118 to AQA143.

Providing a **YES** response to AQA118 to AQA143 means that you will provide a Vehicle Hire Service which meets **ALL** the mandatory requirements listed at AQA118 to AQA143 which are set out in paragraphs 8.1 to 8.26 of Framework Agreement Schedule 2 Part A (Services), from the implementation date of any Contracting Authority(s) Call Off Agreements.

If you will not be able, or you will not be willing, to provide a Vehicle Hire Service which meets **ALL** the mandatory requirements listed at AQA118 to AQA143 which are set out in paragraphs 8.1 to 8.26 of Framework Agreement Schedule 2 Part A (Services) from the implementation date of any Contracting Authority(s) Call Off Agreements, and select **NO** to one or more mandatory requirements AQA118 to AQA143, then you will be unable to continue in this Procurement.

Marking Scheme	Evaluation Guidance
PASS	You have selected option YES confirming that you will, and will be willing to provide a Vehicle Hire Service which meets ALL the mandatory requirements which are set out in paragraphs 8.1 to 8.26 of Framework Agreement Schedule 2 Part A (Services) from the implementation date of any Contracting Authority(s) Call Off Agreements.
FAIL	<p>You have selected option NO confirming that you will not be willing, or will not be able, to provide a Vehicle Hire Service which meets ALL the mandatory requirements which are set out in paragraphs 8.1 to 8.26 of Framework Agreement Schedule 2 Part A (Services) from the implementation date of any Contracting Authority(s) Call Off Agreements.</p> <p>OR</p> <p>You have not answered this question.</p>

SECTION B – SCORED QUESTIONS FOR ALL LOTS

AQB1 ACCOUNT MANAGEMENT

Requirement - The Authority requires the Potential Provider to provide an Account Management service to both the Authority and the Contracting Authority(s) as set out in the Framework Agreement Schedule 2 Part A (Services).

Please outline the processes you will have in place which demonstrate how you will provide an Account Management service.

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 field in the e-Sourcing Suite.

Your response must clearly demonstrate your approach to providing an Account Management service to the Authority and Contracting Authority(s) for the service described in the Framework Agreement Schedule 2 Part A (Services) – your response must include:

- a) demonstrate how you will ensure that individuals appointed to the Account Management role are determined as suitable in terms of their relative qualifications and/or previous experience
- b) demonstrate the measures you will take to monitor the performance of the individuals who are appointed and assigned to the role of Account Manager
- c) demonstrate how you will maintain consistent levels of service, through the Account Management function during periods of peak demand and in the event of on-boarding of new Contracting Authority(s) accounts
- d) demonstrate how you will structure your Account Management function to deal in a proportionate manner with the variable requirements of the Contracting Authority(s) under the Lot structure of this Framework Agreement

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

AQB2 VEHICLE HIRE ORDER PROCESS

Requirement - The Authority requires the Potential Provider to receive and manage Vehicle orders to ensure that the Contracting Authority(s) orders are fulfilled and progressed accurately, as set out in Part A (Services) in Framework Agreement Schedule 2.

Please outline the process that you will have in place to complete this requirement in accordance with Framework Agreement Schedule 2 Part A (Services).

Maximum character count – 8192 character including spaces and punctuation.

AQB2 Response Guidance

All Potential Providers must answer this question.

You must insert your response into the text field in the e-Sourcing Suite

Your response should clearly demonstrate the process that you will have in place for receiving and managing the Contracting Authority(s) Vehicle hire orders to ensure the specified Vehicle is delivered to the specified location at the agreed time. In each of the following points (a) to (d) give an relevant example of your order system .Your response must:

- a) demonstrate how Vehicle hire orders will be received, checked and confirmed with the Contracting Authority(s)
- b) demonstrate how estimated Vehicle hire delivery dates will be obtained, confirmed and communicated to the Contracting Authority(s)
- c) demonstrate how Vehicle hire order amendments will be managed including how additional costs will be identified and communicated to the Contracting Authority(s)
- d) demonstrate how the Contracting Authority(s)/individual Service users will be kept updated of progress regarding the delivery of the Vehicle including processes incorporated to minimise any potential delays.

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

Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (a to d) you are responding to.

Maximum character count – 8192 character 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 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	<p>The Potential Provider's response has not fully addressed any of the 4 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>

AQB3 COMPLAINTS HANDLING AND RESOLUTION

Requirement - The Authority requires the Potential Provider to operate and maintain a clearly defined process for the management of complaints received from the Authority and Contracting Authority(s).

Please outline the process that you will have in place for managing complaints received from the Authority and Contracting Authority(s) in accordance with Framework Agreement Schedule 2 Part A (Services).

Maximum character count – 8192 character including spaces and punctuation.

AQB3 Response Guidance

All Potential Providers must answer this question.

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

Your response should clearly demonstrate the process that you will have in place for managing complaints that are received from the Authority and Contracting Authority(s) aligning with Framework Agreement Schedule 2 Part A (Services). Your response must:

- a) demonstrate how you will manage and track progress of individual complaints from receipt of the complaint to resolution.
- b) demonstrate how you will define specific roles and responsibilities for the handling of the complaints and how the Authority Service levels will be met throughout the handling of a complaint.
- c) demonstrate the escalation process you will have in place to support, and ensure a satisfactory resolution which is mutually acceptable to both parties.
- d) demonstrate the process of your review and resolutions process to highlight and resolve “repeat” and “trend” complaints and which clearly describes how the resolutions are put in place and communicated back to the Contracting Authority(s)

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

Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (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
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 C – SCORED QUESTIONS LOT SPECIFIC – LOTS 1, 2, 3, 4 & 6

AQC1 SERVICE DELIVERY – LOTS 1, 2, 3, 4 AND 6.

Requirement - The Authority requires the Potential Provider to ensure the quality of the service is of the required standard for individual users of the Service as outlined in the Framework Agreement Part A (Service).

Please outline the processes you will have in place which demonstrate how you will manage variable demand to provide the standard of service to the individual users of the service.

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 field in the e-Sourcing Suite.

Your response must clearly demonstrate your approach to providing an excellent end user experience to the Authority and Contracting Authority(s) for the service described in Lot(s) 1, 2, 3, 4 and 6– your response must include:

- a) demonstrate how you will ensure that the Vehicle is prepared for use and safe to drive;
- b) demonstrate the measures you will take to ensure delivery and collection is on time and in accordance with the booking reference; and
- c) demonstrate how you will maintain consistent levels of service, through fleet

utilisation to ensure customer requirement are met;

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

AQC2 ADDITIONAL CHARGES – LOTS 1, 2, 3, 4 and 6 ONLY

Requirement - The Authority requires the Potential Provider to demonstrate how they will manage additional charges including but not limited to:

- Out of Hours/After Hours surcharge.
- Refuelling of returned Vehicles
- Damage Claims
- One way travel.

Please outline the processes you will have in place which demonstrate how you will manage additional charges.

Maximum character count – 8192 characters including spaces and punctuation.

AQC2 Response Guidance

All Potential Providers must answer this question.

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

Your response must clearly demonstrate your approach to the management of additional charges to the Authority and Contracting Authority(s) for the service described in Lots 1, 2, 3, 4 and 6 outlined in Framework Agreement Schedule 2 Part A (Services) – your response must:

- a) demonstrate of your processes for the management of additional charges including but not limited to:
 - Out of Hours/After Hours surcharge.
 - Refuelling of returned Vehicles
 - Damage Claims
 - One way travel.
- b) demonstrate your processes for recording information and data regarding additional charges and how invoices will be validated.
- c) demonstrate the approach you will undertake to ensure any charges will be kept to a minimum throughout the lifetime of the framework.

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

	<p>OR</p> <p>A response has not been provided to this question.</p>
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SECTION D – SCORED QUESTIONS LOT SPECIFIC – LOT 5 ONLY

AQD1 SERVICE DELIVERY – LOT 5 ONLY

Requirement - The Authority requires the Potential Provider to provide Vehicle's in accordance with Lot 5 which are roadworthy, fit for purpose and ready for use at all times in accordance with Framework Agreement Schedule 2 Part A (Services).

Please outline the processes you will have in place which demonstrate how you will provide ready to use Vehicles in accordance with individual users requirements.

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 field in the e-Sourcing Suite.

Your response must clearly demonstrate your approach to providing Vehicle's for the Car Scheme that are roadworthy, fit for purpose and ready for use at all times to the Authority and Contracting Authority(s) for the service described in Lot 5 as outlines in the Specification – your response must:

- a) demonstrate how you will ensure that the vehicle is prepared for use and safe to drive.
- b) demonstrate how you record, manage and resolve any internal and/or external damage to Vehicles to ensure it is roadworthy and is clean inside and out.
- c) demonstrate how you will maintain consistent levels of service, through fleet utilisation to ensure the customer requirements are met;

Responses should be limited to, and focused on each of the component parts of the question posed (a to c). Potential Providers should refrain from making generalised statements and providing information not relevant to the topic. Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (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 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. OR A response has not been provided to this question.
AQD2 ADDITIONAL CHARGES – LOT 5 ONLY	
<p>Requirement - The Authority requires the Potential Provider to demonstrate how they will manage additional charges including but not limited to:</p> <ul style="list-style-type: none"> • Out of Hours/After Hours surcharge. • Damage Claims <p>Please outline the processes you will have in place which demonstrate how you will manage additional charges.</p> <p>Maximum character count – 8192 characters including spaces and punctuation.</p>	
<p>AQD2 Response Guidance</p> <p>All Potential Providers must answer this question.</p> <p>You must insert your response into the text field in the e-Sourcing Suite.</p> <p>Your response must clearly demonstrate your approach to the management of additional charges to the Authority and Contracting Authority(s) for the service described in Lot 5 outlined in Framework Agreement Schedule 2 Part A (Services) – your response must:</p> <ol style="list-style-type: none"> demonstrate your processes for the management of additional charges including but not limited to: <ul style="list-style-type: none"> • Out of Hours/After Hours surcharge. • Damage Claims demonstrate your processes for recording information and data regarding additional charges and how invoices will be validated. demonstrate the approach you will undertake to ensure any charges will be kept to a minimum throughout the lifetime of the framework. <p>Responses should be limited to, and focused on each of the component parts of the question posed (a to c). Potential Providers should refrain from making generalised</p>	

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 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. OR A response has not been provided to this question.

SECTION E – INFORMATION ONLY QUESTION- ALL LOTS

AQE1 DATA SECURITY – INFORMATION ONLY ALL LOTS

Requirement - The Authority requires the Potential Provider to build and improve on Cyber Essentials Security Requirements as outlined in the Framework Agreement Schedule 2 Part A (Services).

Please outline the processes you will have in place to provide this requirement.

Maximum character count – 8192 characters including spaces and punctuation.

AQE1 Response Guidance

All Potential Providers must answer this question.

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 Authority(s) as guidance for Further Competitions and Direct Award.

The Authority reserves the right to validate the responses received to this question.

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.