INTRODUCTION

1.1 This document provides an overview of the methodology which will be adopted by the Authority and its Agent to evaluate Potential Provider responses to each question set out within the e-Sourcing event. It also sets out the marking scheme which will apply.

1.2 The following information has been provided in relation to each question (where applicable);

    1.2.1 Weighting – highlights the relative importance of the question

    1.2.2 Guidance – sets out information for the Potential Providers to consider

    1.2.3 Marking Scheme – details the marks available to evaluators during evaluation

1.3 The defined terms used in the ITT document shall apply to this document.

2 OVERVIEW

2.1 The e-Sourcing event is broken down into the following Questionnaires:

Questionnaire Reference	Questionnaire Title
1	KEY PARTICIPATION REQUIREMENTS
2	CONFLICTS OF INTEREST
3	INFORMATION ONLY
4	**Knowledge and Experience**
5	**Secure Storage of Equipment**
6	**Delivery**
7	**Break/Fix**
8	**Installation/Disposals**
9	**Reporting/Complaints and Escalations**
10	**Reporting/Complaints and Escalations**
11	**Sustainability**
12	**Additional Services**
13	**Scalability of Solution**
14	**Home Printing**

15	**Technical Solution**
16	PRICE

2.2   Quality Evaluation Process

2.2.1 The evaluation of each response to the Quality/Service Delivery Questionnaire(s) will be conducted and consensus checked in accordance with the Consensus Marking Procedure set out in paragraph 2.3 below.

2.2.2 Each response to questions within the Quality/Service Delivery Questionnaire(s) will be marked in accordance with the table below:

Mark	Comment
0	Failed to provide confidence that the proposal will meet the requirements. An unacceptable response with serious reservations.
25	A Poor response with reservations. The response lacks convincing detail with risk that the proposal will not be successful in meeting all the requirements.
50	Meets the requirements – the response generally meets the requirements, but lacks sufficient detail to warrant a higher mark.
75	A Good response that meets the requirements with good supporting evidence. Demonstrates good understanding.
100	An Excellent comprehensive response that meets the requirements. Indicates an excellent response with detailed supporting evidence and no weaknesses resulting in a high level of confidence.

2.2.3 Each mark achieved will be multiplied by the corresponding weighting to provide an overall question score.

2.2.4 When the score for each question has been determined they will be added together to provide an overall score for the Quality Evaluation ("Quality Score").

2.3   Consensus Marking Procedure

2.3.1 Tenders that are scored and require evaluation will be evaluated in accordance with the procedure described in this paragraph.

2.3.2 The Consensus Marking Procedure is a two-step process, comprising of:

2.3.2.1   Independent evaluation; and
2.3.2.2   Group consensus marking.

2.3.3 During the independent evaluation process, each evaluator will separately (i.e. without conferring with other evaluators) scrutinise the quality of answers given by Potential Providers in their Tender. Each evaluator will then allocate a mark for the answer in accordance with the Marking Scheme applicable to that question.

2.3.4 The Agent will review the marks allocated by the individual evaluators before facilitating a group consensus marking meeting.

2.3.5 During the meeting, the evaluators will discuss the independent marks until they reach a consensus regarding the marks that should be attributed to each Potential Providers' answer to the questions.

2.3.6 Once all quality responses have been evaluated in accordance with Section 8 of the Invitation to Tender the individual scores attributed to each response will be added together to provide a 'Quality Score'.

2.4 Price Evaluation Process

2.4.1 Prices submitted by Potential Providers' in the Price Schedule will be recorded and evaluated in accordance with the following process.

2.4.2 Potential Providers' are required to provide a completed pricing schedule within the e-Sourcing event.

2.4.3 Prices offered will be evaluated against the range of prices submitted by all Potential Providers for that item.

2.4.4 The Potential Provider with the lowest price for each requirement shall be awarded the Maximum Score Available. The remaining Potential Providers shall be awarded a percentage of the Maximum Score Available equal to their price, relative to the lowest price submitted.

2.4.5 The calculation used is the following:

2.4.6 = $\underline{\text{Lowest Price Tendered}}$ x Maximum Score Available
Tender price

Potential Provider	Price Submitted	Score Calculation	Maximum Score Available	Score Awarded
Potential Provider A	£1,000	£1,000/£1,000 *100	100	100
Potential Provider B	£2,000	£1,000/£2,000 *100	100	50
Potential Provider C	£2,500	£1,000/£2,500 *100	100	40

2.5   Final score

    2.5.1 The Quality Score will be added to the Price Score to determine the final score for each Potential Provider ("Final Score").

3   EVALUATION CRITERIA

3.1   A summary of all the questions contained within the e-Sourcing event, along with; the minimum acceptable score, maximum score available and weighting (where applicable) are set out below:

3.2   Questionnaires 1 and 2 contain 'Pass/Fail' questions and act as a doorway for progression to the following stages of the evaluation. Potential Providers are strongly advised to read and understand the specific guidance provided before responding to these questionnaires.

3.3   Questionnaire 3 is for information only. Although this questionnaire does not form part of the evaluation process, Potential Providers are advised to complete it in full as any omissions could affect the award process.

3.4   The Authority and its Agent reserve the right to challenge any information provided in response to Questionnaire 3 and request further information in support of any statements made therein.

QUESTIONNAIRE 1 – KEY PARTICIPATION REQUIREMENTS			
GUIDANCE	The following questions are 'Pass/Fail' questions. If Potential Providers are unwilling or unable to answer "Yes", their submission will be deemed non-compliant and shall be rejected. Potential Providers should confirm their answer by selecting the appropriate option.		
Question Number	**Question**	**Max Score**	**Response**
1.1	Have you read, understood and agree with Appendix A, Terms of Participation? By answering "Yes", you are confirming your 'Declaration of Compliance' at Annex 1 of Appendix A, Terms of Participation.	Pass/Fail	Yes/No
1.2	Have you read, understood and accepted the Invitation to Tender and all associated appendices, specifically Appendix B, Statement of Requirement?	Pass/Fail	Yes/No
1.3	Do you agree, without caveats or limitations, that in the event that you are successful the Crown Commercial Service's Terms and Conditions of Framework Number RM3781 MFD, Managed Print and Content Services will govern the provision of this contract?	Pass/Fail	Yes/No

1.4	Do you confirm your Organisation's e-Sourcing suite profile is complete and accurate at the time of Tendering and that any amendments made following acceptance of this event will be notified to the buyer in writing.	Pass/Fail	Yes/No
1.5	**Do you confirm that your organisation will be able to source the Multi Functional Devices, have them in secure storage and submit invoices by the end of financial year 2018/19?**	Pass/Fail	Yes/No

QUESTIONNAIRE 2 – CONFLICTS OF INTEREST

GUIDANCE	Question 2.1 is a 'Yes/No' question and will dictate whether or not question 2.2 needs to be answered. Question 2.2 is a Pass / Fail question. Potential Providers are required to provide details of how the identified conflict will be mitigated. The Contracting Authority will review the mitigation in line with the perceived conflict of interest, to determine what level of risk this poses to them. Therefore if Potential Providers cannot or are unwilling to suitably demonstrate that they have suitable safeguards to mitigate any risk then their Tender will be deemed non-compliant and will be rejected.		
Question Number	**Question**	**Max Score**	**Response**
2.1	Please confirm whether you have any potential, actual or perceived conflicts of interest that may by relevant to this requirement.	None	Yes/No
2.2	We require that any potential, actual or perceived conflicts of interest in respect of this ITT are identified in writing and that companies outline what safeguards would be put in place to mitigate the risk of actual or perceived conflicts arising during the delivery of these services.	Pass/Fail	N/A

QUESTIONNAIRE 3 – INFORMATION ONLY

GUIDANCE	The following questions are for information only and do not form part of the evaluation. Information provided in response to these questions may be used in preparation of any Contract Award and any omissions may delay completion of this Tender exercise.	
Question Number	Question	Max Score

3.1	Please provide the name, office address, telephone number and email address for your organisations Tender point of contract.	None	N/A
3.2	Please confirm whether your organisation is an SME as defined within EU recommendation 2003/361	None	N/A
3.3	Please provide details of any sub-contractors you propose to use in order to meet your obligations should you be awarded a Contract. Your response must include their; • Trading Name(s) • Registered Address(es) and contact details • Goods/Services to be provided	None	N/A
3.4	If you are the Lead contact for a Group of Economic Operators, please provide details of all the members of the Group. Your response must include their; • Trading Names(s) • Registered address(es) • Dunns Number(s) • Role/responsibility within the Group	None	N/A

3.5   The following Quality/Service Delivery Questionnaires are designed to test Potential Providers' ability to deliver the requirement as set out in Appendix B, Statement of Requirements. Potential Providers *MUST* answer all Quality/Service Delivery questions.

3.6   Potential Providers must achieve the minimum acceptable Quality Score, as described, for each of the questions below. Only those responses which achieve the minimum acceptable Quality Score will be included in the Price Evaluation Process.

3.7   Where only one (1) submission is received which does not meet the minimum acceptable Quality Score, the Authority reserves the right to enter into dialogue and seek assurances regarding the delivery of the requirement.

3.8   Potential Providers' responses must clearly demonstrate how they propose to meet the requirements set out in the question and address each element in the order they are asked.

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3.9　Potential Providers' responses should be limited to, and focused on each of the component parts of the question posed. They should refrain from making generalised statements and providing information not relevant to the topic.

3.10　Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas including identifying key sections within responses.

3.11　Potential providers will be marked in accordance with the marking scheme at Section 2.

QUESTIONNAIRE 4 – Knowledge and Experience				Weighting – 5 %
All Potential Providers MUST answer ALL the following questions				
Question Number	Question	Minimum Acceptable Score	Maximum Available Score	Weighting 5%
4.1	Suppliers are to provide two examples of their knowledge and experience of providing printing services to Central Government organisations. This should include a reference that MHCLG may contact.	50	100	1
4.2	As stated in the requirements document, suppliers will be required to work collaboratively with the MHCLG service desk.

Suppliers are required to detail how they will work collaboratively with third party suppliers and the MHCLG IT Service Team to ensure that MHCLG receive a quality service. | 25 | 100 | 1 |
| 4.3 | Confirm the details of the devices that will meet the requirements outlined in Appendix E table 1 for small and large Mono and Colour printers and bulk | 50 | 100 | 3 |

	scanning devices (make it clear whether the bulk scanning facility is available on the MFDs you are proposing to provide, or are separate scanning devices in their own right). Provide detailed product specifications for each device.			

QUESTIONNAIRE 5 – Secure Storage of Equipment			Weighting – 2.5 %	
All Potential Providers MUST answer ALL the following questions				
Question Number	Question	Minimum Acceptable Score	Maximum Available Score	Weighting [X]%
5.1	Suppliers will be required to securely store Multi Functional Devices prior to the rollout. Suppliers are required to detail where and how they will securely store the devices and the process for onward delivery and timescales.	25	100	2.5%

QUESTIONNAIRE 6 – Delivery			Weighting – 2.5 %	
All Potential Providers MUST answer ALL the following questions				
Question Number	Question	Minimum Acceptable Score	Maximum Available Score	Weighting [X]%
6.1	Suppliers are to confirm that they will adhere to the delivery requirements across the MHCLG estate, in particular 2 Marsham Street.	50	100	2.5%

QUESTIONNAIRE 7 – Break/Fix				Weighting – 5 %
All Potential Providers MUST answer ALL the following questions				
Question Number	Question	Minimum Acceptable Score	Maximum Available Score	Weighting [X]%
7.1	Suppliers are required to detail clearly, including processes and responsibilities, how they will support break/fix incidents in the required timescales, or possibly quicker. It is a key requirement that MHCLG staff do not lose too much time in instances where Multi Functional Devices fail.	50	100	5%

QUESTIONNAIRE 8 – Installation/Disposals				Weighting – 5 %
All Potential Providers MUST answer ALL the following questions				
Question Number	Question	Minimum Acceptable Score	Maximum Available Score	Weighting [X]%
8.1	During rollout and over the life of the contract, suppliers will be required to install kit at all MHCLG sites and, when required, dispose of kit. Suppliers are to detail how they will support a large scale installation and securely dispose of kit. Suppliers are required to provide detail of the asset tags they intend to use.	50	100	2.5%

| 8.2 | Suppliers are to provide a transition plan for disposing of the existing Multi Functional Devices across the estate, and for installing the new devices.

MHCLG has a preference for testing the rollout process at one of the regional offices and then installing the devices across all regional offices before the large scale implementation at the 2MS office. | 50 | 100 | 2.5 |

QUESTIONNAIRE 9 – Reporting/Complaints and Escalations		Weighting – 2.5 %		
All Potential Providers MUST answer ALL the following questions				
Question Number	Question	Minimum Acceptable Score	Maximum Available Score	Weighting [X]%
9.1	The supplier is to detail the process and timescales for how complaints and escalations will be handled (that may be raised by the MHCLG service management team or a nominated 3rd party).	25	100	1%
9.2	MHCLG will expect a monthly report from the successful supplier, which will include details of performance against the agreed SLA's. The IT Team will expect to meet with the supplier account manager on a monthly basis to discuss the report and any non critical service issues (meeting dates, times and locations to be discussed port contract award).	25	100	1.5

	Where there are critical issues with the service, MHCLG will expect to be able to call on the account manager at short notice to discuss prompt resolution. Suppliers are to include a template of information that they can provide each month. Suppliers are also required to confirm what Asset Inventory you can provide and in what format.			

QUESTIONNAIRE 10 – Service Levels			Weighting – 10 %	
All Potential Providers MUST answer ALL the following questions				
Question Number	Question	Minimum Acceptable Score	Maximum Available Score	Weighting [X]%
10.1	Suppliers are to provide detail of how they would continuously improve their service over the duration of the contract.	25	100	1
10.2	Please identify what actions you would take if SLAs/KPIs are breached in relation to the table below. For example payment of service credits, service improvement plan or other actions. If a service credit regime is proposed full details should be provided in the response below for evaluation.	50	100	3
10.3	Confirm the Serivce Level you can meet based on the below:	50	100	6

Servicedesk and Hardware Service Levels/KPIs:

Service Level	Service Description	Service Levels
ServiceDesk	Opening hours of service contact centre for logging of incidents and requests	08.00 to 18.00 Monday to Friday excluding Public Holidays
Standard Response Time	Time elapsed between incident log and engineer arriving at customer site	4 Hours (Average) 6 Hours (Maximum)
Time to fix	Time elapsed between incident log and engineer returning device to a working state	85% within 5 working hours, based on service provided 8am to 6pm Monday to Friday excluding public holidays
First Time fix	Percentage of logged incidents rectified at first visit by engineer	95%

	Device Uptime	Percentage of time during service hours printing service is available measured quarterly	97% based on service provided 8am to 6pm Monday to Friday excluding public holidays			
	Toner Collection	Price charged for removal of Toner Bottles	Free of Charge			
	Printer Toner	Supported MFDs do not run out of toner – no toner out messages displayed in logs	100%			
	Complaints and Feedback	Time to acknowledge complaint and respond	24 hours from time of receipt of complaint / feedback			

Cloud Hosted Service Service Levels/KPIS:

Service Level	Service Description	Service Levels

		Cloud Printing Service	Availability of Hosted Cloud Printing Services	98% uptime based on availability 24 hours per day, 7 days a week. This excludes planned outages.			
		Priority 1	Critical impact on Customer business. That is an Incident that results in a complete MPS Service Failure in a Core Service Group, or any system or MPS Service Failure which affects more than twenty percent (20%) of End Users at any of the MPS sites	97 % within 2 hours (based on service hours of 8am to 6pm Monday to Friday excluding public holidays)			

| | | Priority 2 | Significant business impact or disruption to Customer business.

That is an Incident that results in a partial system or Service Failure of any Cloud Service element which affects more than twenty percent (20%) of End Users.

A high-impact incident which causes a loss of the Cloud Service to a defined list of VIP users / departments which will comprise no more than 10% of users. | 97% within 4 hours (based on service hours of 8am to 6pm Monday to Friday excluding public holidays) | | | |

	Priority 3	Minor business impact on a single End User where a workaround exists. A single user's software does not function correctly and action is required.	95% within 1 working days (based on service hours of 8am to 6pm Monday to Friday excluding public holidays)			
	Priority 4	Cosmetic issue or request for information, advice or guidance	95% within 5 working days (based on service hours of 8am to 6pm Monday to Friday excluding public holidays)			

Service Request SLAs

Service Level	Service Description	Service Level
IMACD MFD request	Time to provide an Installation / Move / Change / Decommission printer from receipt of an approved request	7 Days

QUESTIONNAIRE 11 – Sustainability				Weighting – 2.5 %
All Potential Providers MUST answer ALL the following questions				
Question Number	Question	Minimum Acceptable Score	Maximum Available Score	Weighting [X]%
11.1	In addition to the Standards set out in the Framework Agreement, the supplier shall also comply with the following further Standards: WEEE and RoHS regulations. HMG Greening Government ICT. The supplier is to detail how they will provide a green solution.	50	100	2.5%

QUESTIONNAIRE 12 – Additional Services				Weighting – 2.5 %
All Potential Providers MUST answer ALL the following questions				
Question Number	Question	Minimum Acceptable Score	Maximum Available Score	Weighting [X]%
12.1	Suppliers are to provide information on the additional services that they will be able to provide with their proposed solution that will be at no expense to MHCLG.	25	100	2.5%

QUESTIONNAIRE 13 – Scalability of Solution	Weighting – 2.5 %
All Potential Providers MUST answer ALL the following questions	

Question Number	Question	Minimum Acceptable Score	Maximum Available Score	Weighting [X]%
13.1	The supplier is to provide details of the scalability of their solution, including the maximum number of devices and users that can be supported on both a per site basis, and overall within the solution. How many sites can be supported?	50	100	2.5%

QUESTIONNAIRE 14 – Home Printing				Weighting – 2.5 %
All Potential Providers MUST answer ALL the following questions				
Question Number	Question	Minimum Acceptable Score	Maximum Available Score	Weighting [X]%
14.1	Suppliers are to detail whether and how their solution works with a home users existing printer alongside the cloud based printing software.	25	100	2.5%

QUESTIONNAIRE 15 – Technical and Service Solution				Weighting – 17.50 %
All Potential Providers MUST answer ALL the following questions				
Question Number	Question	Minimum Acceptable Score	Maximum Available Score	Weighting [X]%
15.1	Provide an overview of how your solution is architected and what	50	100	1%

	components it utilises to provide the overall solution			
15.2	Confirm how the licencing is structured in your solution, making it clear what components or options are user licence based, what are device based and what are service based.	50	100	0.5
15.3	Confirm how your solution meets the NCSC 14 cloud security principles and meets the security requirements within this procurement.	75	100	3.5
15.4	Confirm how you can provide user management/setup/authentication via use of MHCLG's and PINS Azure AD plus building pass, how this would function (including any client application functions or features) and what benefits this would provide over other methods. If MHCLG/PINS Azure ADs cannot be utilised please outline how user management/setup/authentication can be provided.	75	100	1.5
15.5	Confirm how Follow Me Printing will be provided and whether this works seamlessly across both MHCLG and PINS users/sites or whether staff will be restricted to using MFDs/Printers provided in their organisation's offices only (i.e. Printers in an MHCLG site will only allow Follow Me Printing for MHCLG staff and not PINS staff).	75	100	2

15.6	Confirm that cloud printing services can be provided to supplier procured MFDs/Printers and whether cloud printing services can be provided for the printing devices that are currently in use and will be retained by the customer. Confirm any limitations in respect of the existing printing devices, for example that automated alerting will not be available.	50	100	2.5
15.7	What card types are supported for staff to use their building passes as Follow Me printing authenticators? Is use of a PIN supported?	50	100	0.5
15.8	Confirm what automated alerting against events your solution will be able to provide, against what device types and how provision of replacement consumables such as toner and staples will be managed to ensure no downtime on devices.	50	100	0.75
15.9	Confirm how you can support the requirement for bulk scanning on 3 MFDs located in 2 Marsham St, what actions staff will need to take to utilise it on a daily basis and whether these machines are still available for regular printing or will require to be dedicated bulk scanning devices.	50	100	1.5

15.10	Confirm what management information your solution will provide to MHCLG in relation to user printing volumes and costs, and whether the MI is available directly to MHCLG IT staff or provided upon request.	25	100	1
15.11	Confirm what real time information is available to MHCLG to understand current issues, incidents and usage of the solution.	25	100	0.5
15.12	Confirm how your servicedesk can work collaboratively with our servicedesk and what mechanisms are available to use for communicating, logging and managing incidents.	25	100	0.5
15.13	Confirm any equipment that you require to be installed in any customer site other than the printing devices and anything stored in/on them.	25	100	1
15.14	Confirm how users on the printing solution will be managed (add, change or remove) so that MHCLG can understand what activities it will need to undertake.	25	100	0.25
15.15	Confirm what applications/drivers or other changes are required to customer end user devices to allow them to	25	100	0.25

	access and utilise printing services. Where applications are to be installed confirm whether these are available in exe or msi format as we utilise Intune for deployment of software.			
15.16	Provide any further information that you believe is pertinent to the technical or service evaluation of your bid	For info only	100	For info only
15.17	Confirm how guest printing services can be provided, what actions the guest user is required to take and any actions that MHCLG need to take.	25	100	0.25

QUESTIONNAIRE 16 – PRICE	Weighting – 40 %
GUIDANCE	Potential Providers must upload the price schedule on the e-Sourcing event. Prices should be submitted in pounds Sterling inclusive of any expenses but exclusive of VAT. Potential Providers will be marked in accordance with the marking scheme at Section 2. **Price Evaluation (form Pricing Matrix Response)** Cell D10+D19+C40+C46+B50+B57+C64+B69+B74+B79+B83= MHCLG will then subtract the prices in cells B89 and (B90x70) from the above figure.

Question Number	Question	Max Score
16.1	Please confirm, by selecting 'YES' that you have attached a completed Price Schedule to the response to this question. In so doing, you are also confirming that prices offered are inclusive of any expenses, exclusive of VAT and firm for a period of 90 days following the Deadline for Submission.	Yes/No