



Crown  
Commercial  
Service

**TECHNOLOGY EXPENSE MANAGEMENT**

**REFERENCE NUMBER  
RM3802**

**ATTACHMENT 3 AWARD QUESTIONNAIRE**

# AWARD QUESTIONNAIRE RESPONSE GUIDANCE, EVALUATION AND SCORING 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 scoring 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 – Scored Questions**

### **Section B – Scored Questions**

### **Section C – Information Only Questions**

### **Section D - Pricing**

- 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 may be rejected and you as a Potential Provider excluded from further participation in this Procurement.
- 2.3 Questions AQA1 and AQB6 are mandatory, in accordance with paragraph 11 of the ITT (Attachment 1a) and you must score above 0 in Tender 1 or your Tender will be rejected and you as a Potential Provider excluded from further participation in this Procurement.
- 2.4 You must respond to each question individually, you **must not cross-reference** answers across questions. Any instances of cross-referencing may be scored 0.
- 2.5 A summary of all the questions contained within the Award Questionnaire, along with the scoring scheme, Maximum Score and Maximum Weighted Score available (where applicable) for each question is set out below:

Question		Scoring Scheme	Maximum Weighted Score (%)	Maximum Weighted Quality Score (%)
<b>Section A – Scored Questions</b>				
AQA1	The Solution	100-0*	45	20.25
AQA2	Supporting Services	100-0*	7	3.15
<b>Total achievable scores for Section A</b>			<b>52</b>	<b>23.4</b>
<b>Section B – Scored Questions</b>				
AQB1	Roles and Responsibilities	100/50/0	6	2.7
AQB2	Implementation Plan	100/50/0	7	3.15
AQB3	Customer Marketing and Workflow Management	100/50/0	6	2.7
AQB4	Customer On-Boarding Plan	100/50/0	6	2.7
AQB5	Data Gathering/Retrieval	100-0*	6	2.7
AQB6	Reporting	100/50/0	7	3.15
AQB7	Information Security Management Plan	100/50/0	10	4.5
<b>Total achievable scores for Section B</b>			<b>48</b>	<b>21.6</b>
<b>Total achievable scores for Section A &amp; B combined with Quality weighting applied.</b>			<b>100</b>	<b>45</b>
<b>*Indicates a combined score taking into account the scores given for the component part score.</b>				

Section C - Information Only				
AQC1	Continuous Improvement	N/A		N/A
AQC2	Risk Management	N/A		N/A
AQC3	Management Information	N/A		N/A
AQC4	Additional Services	N/A		N/A
Section D – Pricing				
AQD1	Service	Weighting (%)	Maximum Score (%)	Maximum Weighted Price Score (%)
Primary Service 1 Combined Total		100	45	33
Made up as follows:				
Mobile TEM		25	25	15
Fixed Line TEM		37.5	37.5	20.6
Data Circuit TEM		37.5	37.5	20.6
Service 2 (Contact Centre)		10	10	5.5
Service 3 (Personal Use Management)		5	5	2.75
Service 4 Tactical Ordering/Provisioning		5	5	2.75
Service 5 (Historic Billing Audit)		10	10	5.5
Service 6 (Physical Audit)		5	5	2.75
Service 7 (Snapshot)		5	5	2.75
Total achievable scores for Section D Pricing			100	55

## Glossary

Term	Definition
End User	means an individual who uses the Service.
Initial Tender	Means the first Tender submitted by the Potential Provider prior to the Feedback and Demonstration meetings.
Provider	means the Customers Incumbent Supplier who have previously provided the TEM Services.
RACI	stands for responsible, accountable, consulted and informed. A matrix of all the activities in an organisation set against all the people or roles.
Service Desk	service desk is a communications center that provides a single point of contact (SPOC) between a company and its Customers, employees and business partners.
Service Score	means the sum of the component part scores awarded to each of the component parts under each of the Services.
Service Weighting	means the percentage of the score attributed to each of the Services to represent the importance to the Total Score for each of the Services.
Service Weighted Score	means the application of the Service Weighting to the Service Score achieved by the Potential Provider.
Solution	the Service requirements that are described at Attachment 4 Framework Agreement, Schedule 2 Services and Key Performance Indicators, within the context of the aims and objectives of the Framework Agreement detailed in Attachment 1a Annex 1 Statement of Needs.
Supporting Services	the services described at Attachment 4, Schedule 2, Supporting Functions, paragraph 2.5.
Total Score	means the sum of all of the Service Scores.
Total Weighted Score	means the sum of all of the Service Weighted Scores where the Service Weightings have been attributed.
Training Material	means the use of relevant resources used in the completion of training.

## Section A – Scored Questions

### **Aims and Objectives of the Framework Agreement**

Please refer to Attachment 1a Annex 1 Statement of Needs for further detail on the aims and objectives of this Framework Agreement.

### **AQA1 The Solution**

Describe your Solution.

How will you deliver the Service requirements that are described at Attachment 4 Framework Agreement, Schedule 2 Services and Key Performance Indicators, within the context of the aims and objectives of the Framework Agreement detailed in Attachment 1a Annex 1 Statement of Needs?

Your descriptions must include the Primary Service and Services at paragraph 2.3 of Attachment 4 Framework Agreement, Schedule 2 Services and Key Performance Indicators.

For each of the Primary Service and Services listed below, you must ensure that you discuss how you will organise the data, what the system will look like and how the system will operate. It must be clear how your current system works and how you may need to expand on your current processes to meet our needs. You must clearly demonstrate how you will be ready with the system from the commencement of the Framework Agreement.

### AQA1 The Solution Response Guidance

You must ensure that you have covered in detail the following list of requirements which are grouped under Primary Service 1 and Services 2 - 7:

- **Primary Service 1 - TEM**
- **Service 2 - Contact Services**
- **Service 3 - Personal Use Management**
- **Service 4 - Tactical Provisioning/Ordering**
- **Service 5 - Historical Billing Audit**
- **Service 6 - Physical Audit**
- **Service 7 – Snapshot**

**Table 1: Question / Component part scoring scheme**

Primary Service	Question		
<b>Primary Service 1 - TEM</b> <b>Weighting 60%</b>	<b>TEM</b>  Describe in detail, how you will provide Primary Service 1 - TEM via an online portal, or equivalent which is compatible with commonly used internet browsers (including, but not limited to Microsoft (Internet Explorer/Edge), Chrome, Safari and Firefox).  Your response <b>MUST</b> describe in detail:		
	<b>Component Part</b>	<b>Component Part Weighting (%)</b>	<b>Maximum Weighted Score</b>
	a. TEM Data - How you will obtain the TEM data;	34	20.40
	b. TEM outputs and reports - How the Solution will collate, interrogate, and analyse Customer Data in order to present the required reports detailed in Attachment 1 - ITT 1a Annex 1 Statement of Needs, in an accessible, readable, and usable format.	34	20.40
	c. Optimisation and benchmarking - How you optimise and benchmark Customer Data using your Solution.	32	19.20

Service	Question		
<b>Service 2 - Contact Services</b> 7%	<b>Contact Services</b>  This Service will involve contacting individual End Users to confirm the accuracy of the records. Your response <b>MUST</b> describe in detail:		
	Component Part	Component Part Weighting (%)	Maximum Weighted Score
	a. How Customer records are verified and corrected.	50	3.5
	b. How inaccuracies on the Customer's inventory are corrected.	50	3.5
Service	Question		
<b>Service 3 - Personal Use Management</b> 5%	<b>Personal Use Management</b> Your response <b>MUST</b> describe in detail:		
	Component Part	Component Part Weighting (%)	Maximum Weighted Score
	a. How you will provide End Users with details of their spend in electronic format.	50	2.5
	b. How you will request them to identify any personal usage.	50	2.5
<b>**Service 3 - Personal Use Management</b> - Please note, should you be successful at Tender 1 you will be required during the demonstration and negotiation meeting to give a demonstration of the activities listed under part 5 (Personal Call Management) in Attachment 3a Supplier Demonstration Assessment Form. The demonstration must evidence the capability of your system to complete the required activities listed under part 5. Any failures during the demonstration are likely to result in a revision of the previously given score for this question. As this question is a <b>Pass/Fail</b> this may mean that the Authority will consider this as a fail for the entire procurement.			



Services	Question		
<b>Service 4 - Tactical Provisioning /Ordering 5%</b>	<b>Tactical Provisioning/Ordering</b>		
	Your response <b>MUST</b> describe in detail:		
	<b>Component Part</b>	<b>Component Part Weighting (%)</b>	<b>Maximum Weighted Score</b>
	a. How you will facilitate the placing and completion of Orders for Services or equipment from the Customer's existing Contracts.	100	5
Service	Question		
<b>Service 5 - Historical Billing Audit 10%</b>	<b>Historical Billing Audit</b>		
	This Service uses a Customer's historic telecoms billing data to identify any non-compliance with the contractual terms and usage. With the Customer's permission (via a Letter of Authority) the Supplier will gain access to, obtain and upload the Customer's historical billing data. Your response <b>MUST</b> describe in detail:		
	<b>Component Part</b>	<b>Component Part Weighting (%)</b>	<b>Maximum Weighted Score</b>
	a. How you will compare data to identify any non-compliance with the Contract, using contractual information provided by either the Customer or its Provider.	25	2.5
	b. How you will obtain the Customer's permission to contact its provider to resolve pricing and other issues identified.	25	2.5
	c. How you will ensure any overcharges are repaid to the Customer.	25	2.5
	d. How you will ensure that the Customer is only charged for this Service once recovered monies have been returned to the Customer.	25	2.5

Service	Question		
Service 6 - Physical Audit 5%	<b>Physical Audit.</b> The Supplier is required to support Customers who need help in constructing and checking their inventories. Your response MUST describe in detail:		
	Component Part	Component Part Weighting (%)	Maximum Weighted Score
	How you will effectively manage the provision of specialist staff to identify Services and equipment, record devices and support the creation or checking of an inventory on Customer's sites.	100	5
Service	Question		
Service 7 - Snapshot 5%	<b>Snapshot</b> Your response MUST describe in detail:		
	Component part	Component part Weighting (%)	Maximum Weighted Score
	How you will provide Customers with a high-level report detailing their telecoms estate which identifies where potential savings opportunities exist and includes the following: <ul style="list-style-type: none"> <li>a. Number of devices,</li> <li>b. Per billing cycle cost of estate,</li> <li>c. Annualised cost of estate,</li> <li>d. Zero usage devices,</li> <li>e. Multiple devices,</li> <li>f. Data usage,</li> <li>g. Premium/international usage,</li> <li>h. Benchmarking,</li> <li>i. Potential savings opportunities.</li> </ul>	100	5

	Maximum Achievable Score:				100
Table 2: EXAMPLE of Scoring for AQA1 The Solution Primary Service 1					
Primary Service/ Services	Component Part	Component Part Weighting (%)	Component Part Scoring Scheme	Example Consensus Score	Weighted Score
Primary Service 1 - TEM Weighting 60%	a. TEM Data - How you will obtain the TEM data;	34	100, 50, 0	100	34
	b. TEM outputs and reports - What the TEM outputs and reports are produced as part of the Solution;	34	100, 50, 0	50	17
	c. Optimisation and benchmarking - How you optimise and benchmark the Service provided as part of the Solution.	32	100, 50, 0	50	16
AQA1 Primary Service 1 - Weighted Score				In this example, the Potential Provider will have scored 67 out of a possible 100 divided by 60%. This would then have to be added to the other Services scored within AQA1 and divided by 45% quality award criteria to achieve the overall final score for this question.	
1. Your response to AQA1 <b>must</b> be comprehensive of the context described within Attachment 1a Annex 1 Statement of Needs and focused on each of the component parts of the question posed under Primary Service 1 and each of the remaining six (6) Services (2 to 7).					

2. You must insert your response into the text fields in the eSourcing Suite.
3. Maximum character count (including spaces and punctuation) – **12288 characters** for Primary Service 1; **8182 characters** for Service 2 and 5 and **4096 characters** for Service 3, 4, 6, and 7. This character count cannot be exceeded within the eSourcing Suite. Where the character count limit is in excess of 4096, (Primary Service 1 and Services 2 and 5) additional space will be provided within the eSourcing Suite for you to continue your response to this question. Responses must include spaces between words.
4. Potential Providers must refrain from making generalised statements and providing information not relevant to the topic.
5. Whilst there will be no score given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas. Address each of the component parts in the response guidance in the order they are listed.
6. Please **clearly label** which component part is being addressed within your response.

#### AQA1 The Solution Scoring Scheme

Scoring Scheme	Summary of Scoring for AQA1
<p>Question AQA1 will be evaluated and scored in accordance with the scoring scheme.</p> <ol style="list-style-type: none"> <li>1. The Solution is broken down into Primary Service 1 and Services 2-7.</li> <li>2. Your response to each of the component parts will be evaluated in accordance with the scoring scheme below:</li> </ol>	
Scoring Scheme	Evaluation Guidance
<b>100</b>	The Potential Provider's response robustly details the how and what is required by the question and any of its component parts; and it is very clear how the Service will be achieved.
<b>50</b>	The Potential Provider's description lacks detail and therefore it is not entirely clear how the Service and any related component part requirements will be achieved.
<b>0</b>	<p>The Potential Provider's description fails to provide any detail in response to the question and it is therefore entirely unclear how the component part requirement will be achieved.</p> <p>OR</p> <p>A response has not been provided to this question.</p>

3. Each question, Primary Service 1, Services 2 to 7 and where applicable, component parts of a question, has its own specific weighting. This contributes to your score for each of the Services and, ultimately, your Total Weighted Score for this question AQA1. Table 1 Question / component part scoring scheme above provides the details of the applicable scores and weightings for each of the questions and /or component part of AQA1. Each Service has been attributed a weighting as detailed in Table 1: Question or component part scoring scheme.
4. For example, Primary Service 1 has a weighting of 45% of AQA1 (it is worth 45% of the Total Weighted Score for AQA1). There are three (3) component parts under Primary Service 1, each of those have been attributed a weighting of 20% of the Total Weighted Score for Primary Service 1.
5. Your Total Weighted Score for each individual Service is calculated by adding together the Weighted Score for each component part of the individual Services.
6. For example, Primary Service 1 – TEM is 60% of AQA1 and this has three (3) component parts, the first two component parts are worth 34% each and the third component part is worth 32%. Therefore, if you achieve a score of 100 on each of the three (3) component parts then your Total Weighted Score for AQA1 Primary Service 1 would be 60%.
7. Your Total Weighted Score for AQA1 in its entirety is calculated by adding together your Service Weighted Scores for each of the seven (7) Services including Primary Service 1.
8. The above scoring scheme is illustrated in Table 1 Question/component part scoring scheme for question AQA1 and an example of the scoring scheme is available in Table 2 Example of Scoring for AQA1 The Solution Primary Service 1 only.

## AQA2 Supporting Functions

Please demonstrate how you are able to ensure the required supporting functions would be met, as per the requirements highlighted in Attachment 4 Framework Agreement, Schedule 2 Services and Key Performance Indicators (paragraph 2.5).

### AQA2 Supporting Functions Response Guidance

As well as the seven (7) Services outlined at AQA1, Potential Providers must provide a range of supporting functions to the Framework Agreement.

You must ensure that you have covered, in detail, the following list of requirements which are grouped under the supporting functions 1 – 3, as below:

- a. **Supporting function 1 - Service Desk** (paragraphs 2.5.4 to 2.5.6 of Attachment 4 Framework Agreement, Schedule 2 Services and Key Performance Indicators.)
  - b. **Supporting function 2 - Information and training material** (2.5.7 of Attachment 4 Framework Agreement, Schedule 2 Services and Key Performance Indicators.)
  - c. **Supporting function 3 - People-based Services** (paragraph 2.5.8 of Attachment 4 Framework Agreement, Schedule 2 Services and Key Performance Indicators.)
1. All Potential Providers must answer this question. You must insert your response into the text fields in the eSourcing Suite.
  2. Your response must demonstrate how you are able to ensure the supporting functions would be met, as per the requirements highlighted in Attachment 4 Framework Agreement, Schedule 2 Services and Key Performance Indicators, paragraph 2.5.
  3. Your response **must** be comprehensive of the context described under the aims and objectives of the Framework Agreement as detailed under the Section A - Primary Service/Services and focused on each of the component parts of the question posed for Supporting Services (1 to 3).
  4. All Potential Providers must answer this question. You must insert your response into the text fields in the eSourcing Suite.
  5. Potential Providers must refrain from making generalised statements and providing information not relevant to the topic.
  6. Whilst there will be no scores 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.
  7. Please **clearly label** which component part is being addressed within your response.
  8. Maximum character count for each supporting function 1, 2 and 3 is **4096 characters**. This character count cannot be exceeded within the eSourcing Suite. Responses must include spaces between words.

9. **No attachments are permitted;** any additional documents submitted will not be taken into consideration for the purposes of evaluation.

### Summary of Scoring Scheme for AQA2

Question AQA2 will be evaluated and scored in accordance with the scoring scheme.

1. The supporting functions are broken down into three (3) Service areas:
  - a. Supporting Function 1 – Service Desk
  - b. Supporting Function 2 – Information and training material
  - c. Supporting Function 3 – People-based Services
2. The eSourcing Suite is arranged for you to provide one 4096-character response for each of the supporting functions.
3. To cover each of the supporting functions successfully you should ensure that you follow the instructions to describe in detail how you will meet each of the component parts listed under each of the functions above.
4. Each supporting function question, and where applicable component part of a question, has its own specific weighting which contributes to your score for each of the functions and, ultimately, your Total Weighted Score for this question AQA2.
5. Your response to each of the component parts will be evaluated in accordance with the scoring scheme below:

Scoring scheme	Evaluation Guidance
<b>100</b>	The Potential Provider's response robustly details the how and what is required by the question and any of its component parts; it is very clear how the supporting function will be achieved.
<b>50</b>	The Potential Provider's description lacks detail and therefore it is not entirely clear how the supporting function and any related component part requirements will be achieved.
<b>0</b>	<p>The Potential Provider's description fails to provide any detail in response to the question and it is therefore entirely unclear how the supporting function and any related component part requirement will be achieved.</p> <p><b>OR</b></p> <p>A response has not been provided to this question.</p>

8. Each supporting function has been attributed a weighting as detailed in Table 3: Question or component part scoring scheme.
9. The weighting attributed to the function has been allocated at question level or for the most part between the component parts under that function.
10. For example, supporting function 1 is 40% of AQA2 and this has three (3) component parts, two component parts worth 34% and one worth 32% of the Total Score for AQA2. Therefore, if you achieve a score of 100 on each of the three (3) component parts then you will score 34 for the first two and 32 for the last of those component parts and your Total Weighted Score for AQA2 supporting function 1 would be 40% (rounded up to next whole number).
11. Your Total Weighted Score for AQA2 in its entirety is calculated by adding together your Total Weighted Score for each of the three (3) supporting functions.
12. The above scoring scheme is illustrated in Table 3 question/component part scoring scheme for question AQA2 and an example of the scoring scheme is available in Table 2 Example of Scoring for AQA2 supporting function 1 only.

**Table 3: AQA2 Supporting Function Question / Component part scoring scheme**

Question			
<b>Supporting Function 1 - Service Desk</b>  <b>40%</b>	<b>Service Desk</b> (paragraphs 2.5.4 to 2.5.6 of Attachment 4 Framework Agreement, Schedule 2 Services and Key Performance Indicators.) You must describe how you will meet the requirements for a service desk your response must include:		
	<b>Component Part Question</b>	<b>Component Part Weighting (%)</b>	<b>Maximum Weighted Score</b>
	a. How you will provide a service desk to respond to Customer enquiries and technical issues arising from the service provided. This will be available from 08:00 to 18:00 (GMT/BST), Monday to Friday <i>excluding</i> bank holidays for England and Wales as defined <a href="https://www.gov.uk/bank-holidays">https://www.gov.uk/bank-holidays</a> .	34	13.6
	b. How you will ensure your service desk meets the minimum requirements below: i. Answer all calls within 5 rings;	34	13.6



	<ul style="list-style-type: none"> <li>ii. Have a rating system for all queries, e.g. Red, Amber, Green;</li> <li>iii. Answer all emails within 48 hours with an initial response and fully conclude answer all queries within 5 (five) working days;</li> <li>iv. Provide an agreed escalation route for Customer complaints;</li> <li>v. Pass on any Freedom of Information requests to the appropriate Customer within 24 hours in line with <a href="https://www.gov.uk/make-a-freedom-of-information-request">https://www.gov.uk/make-a-freedom-of-information-request</a>.</li> </ul>		
	c. How you will ensure that your service centre staff are fully trained and aware of the business, architecture and workflows of the Customer base.	32	12.8
<b>Question</b>			
<b>Supporting Function 2 - Information and training material</b> <b>20%</b>	<b>Supporting Function 2 - Information and training material</b> (2.5.7 of Attachment 4 Framework Agreement, Schedule 2 Services and Key Performance Indicators.)  You must describe and illustrate in detail, how you will meet the requirements for the provision of information and training material under supporting functions, your response must include:		
	<b>Question or Component Part Question</b>	<b>Component Part Weighting (%)</b>	<b>Maximum Weighted Score</b>
	a. How you will provide all the necessary information on the operation and troubleshooting of its Solution for the use of Customers and the Authority.	34	6.8
	b. How you will provide hints/tips and advice about how best to leverage the Solution including: <ul style="list-style-type: none"> <li>i. Relevant training materials,</li> <li>ii. Overview and Frequently Asked Questions (FAQs) about the portal,</li> </ul>	34	6.8

	iii. Any relevant sample reports.		
	c. How you will ensure the information will be made available in an appropriate on-line format and also provide reference and technology manuals, e.g. for mobile phones.	32	6.4
<b>Question</b>			
<b>Supporting Function 3 - People-based Services</b> <b>40%</b>	<b>Supporting Function 3 - People-based Services</b> (paragraph 2.5.8 of Attachment 4 Framework Agreement, Schedule 2 Services and Key Performance Indicators.)  You must describe and illustrate in detail, how you will meet the requirement for people-based services, your response must include;		
	<b>Component Part Question</b>	<b>Component Part Weighting (%)</b>	<b>Maximum Weighted Score</b>
	a. How you will provide and manage People-based Services to support the automated part of the Services.	50	20
	b. How you will deliver specialist tasks such as analysis, project management and Customer management to meet the People Based requirement.	50	20
<b>TOTAL Possible Score:</b>			<b>100</b>
<b>AQA2 Supporting Functions Maximum weighted score</b> The Potential Provider will be able to score a maximum of 100 times 7% weighting applied to the score times 45% for the quality award criteria. Therefore the maximum achievable in answering this question would be 3.15.			

## Section B - Scored Questions

### AQB1 Roles and Responsibilities

**a. Resource allocation and management.**

Describe how you and/or your Key-Subcontractor (if relevant) will allocate and manage the appropriate resource to each of the tasks listed in Table 4 (below) for those that you as the Potential Provider are responsible for; and

**b. Supply chain management**

Describe the process you would use for managing your supply chain, particularly in monitoring prices and costs by individual suppliers and how these compare to the general market, and how you will work with suppliers to ensure that the Customer receives value for money through your supply chain.

### AQB1 Roles and responsibilities Response Guidance

1. All Potential Providers must answer both parts **a** and **b** of this question and responses should be limited to, and focused on each question. You must insert your response into the respective text fields in the eSourcing Suite.
2. Table 4 below describes roles and responsibilities of each party. This is not intended to be a complete and comprehensive list of the tasks, roles and responsibilities, but is indicative of the requirement. Areas of overlap will be discussed during the negotiation stages of the Procurement.  
A final version of the agreed table will be inserted in the Framework Agreement following Award if you are successful.

**Table 4: Roles and Responsibilities**

Authority	Customer	Supplier
<ul style="list-style-type: none"><li>• Works with Supplier to manage implementation of the Framework Agreement Service. Sign-off plan when satisfied.</li><li>• Facilitate engagement with the Customer.</li><li>• Receives overarching data on usage, spend and savings.</li><li>• Manages Customer On-Boarding Pipeline</li></ul>	<ul style="list-style-type: none"><li>• Raises Call-Off with Supplier</li><li>• Shares technology billing data and organisational data with the Supplier</li><li>• Responds to Supplier's recommendations for savings, being prepared to make changes. Decides on course of action to realise savings.</li></ul>	<ul style="list-style-type: none"><li>• Implements the TEM and Supporting Services for the Framework Agreement.</li><li>• Markets the Services under this Framework Agreement in collaboration with the Authority.</li><li>• Enters into Call-Off arrangement with Customer.</li></ul>

<p>and collaborates with Supplier to prioritise.</p> <ul style="list-style-type: none"> <li>• Provides friendly challenge and advice to Customer on making changes.</li> <li>• Manages Supplier performance at Framework Agreement level and provides advice on Customer engagement and Call-Offs.</li> </ul>	<ul style="list-style-type: none"> <li>• Checks invoices and pays for Call-Off Services.</li> <li>• Managing any disputes with Supplier, escalating to the Authority when not resolved.</li> </ul>	<ul style="list-style-type: none"> <li>• Works with the Authority to develop on-boarding pipeline.</li> <li>• on-boards Customers using agreed plan.</li> <li>• Engage with Telecoms/technology providers to access data.</li> <li>• Reports and recommends estate intelligence and scope for savings.</li> <li>• Works with Customer and the Authority to resolve disputes.</li> <li>• Undertakes User Acceptance Testing and maintains security of data.</li> <li>• Provides management and performance reports to Customer and the Authority in line with contractual timescales.</li> <li>• Shares Workflow Management (status of Customer activity) with the Authority.</li> </ul>
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3. Potential Providers should refrain from making generalised statements and providing information not relevant to the topic.

4. Whilst there will be no scores 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 or b) you are responding to.

5. Maximum character count – **4096 characters** for both part **a** and part **b** of this question including spaces and punctuation. This character count cannot be exceeded within the eSourcing Suite. Responses must include spaces between words.

6. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation.

**Summary of scoring scheme for AQB1a ‘Resource allocation and management’.**

Question AQB1a will be evaluated and scored in accordance with the scoring scheme below.

1. Your response must describe in detail how you will allocate and manage resources specifically in relation to the elements listed in Table 4 above.
2. To cover each of the requirements successfully you should ensure that you follow the instructions to describe in detail how you will meet each of the elements listed under this question.
3. Your response to each of the component parts will be evaluated in accordance with the scoring scheme below:

Scoring Scheme	Evaluation Guidance
100	The Potential Provider's response robustly details the how and what is required by the question and any of its elements and it is very clear how the Service will be achieved.
50	The Potential Provider's description lacks detail and therefore it is not entirely clear how the Service and any related element will be achieved.
0	<p>The Potential Provider's description fails to provide any detail in response to the question and it is therefore entirely unclear how the elements will be achieved.</p> <p><b>OR</b></p> <p>A response has not been provided to this question.</p>

#### Summary of scoring scheme for AQB1b 'Supply Chain Management'.

Question AQB1b will be evaluated and scored in accordance with the scoring scheme below.

1. Your response must describe in detail the processes you would use for managing your supply chain, specifically in relation to the following:
  - a. Processes in place to monitor prices and costs by individual suppliers;
  - b. Processes used to compare the aforementioned prices and costs to the general market;
  - c. How you will work with suppliers to ensure that the Customer receives value for money through your supply chain.
2. To respond to each of the requirements successfully you should ensure that you follow the instructions to describe in detail how you will meet each of the elements listed under this question.

3. Your response to each of the component parts will be evaluated in accordance with the scoring scheme below:

Scoring Scheme	Evaluation Guidance
100	The Potential Provider's response robustly details the how and what is required by the question and any of its elements and it is very clear how the Service will be achieved.
50	The Potential Provider's description lacks detail and therefore it is not entirely clear how the Service and any related element will be achieved.
0	<p>The Potential Provider's description fails to provide any detail in response to the question and it is therefore entirely unclear how the elements will be achieved.</p> <p>OR</p> <p>A response has not been provided to this question.</p>

### AQB2 Implementation Plan

In order to demonstrate that you will be able to introduce, manage and establish the TEM Services under this Framework Agreement in an effective and timely manner, you are required to provide an implementation plan to show your approach to the initial set-up of the TEM portal and establishing the supporting services. The implementation plan should include a detailed explanation of how testing will take place.

Please select option **YES** or **NO** to confirm you have populated and uploaded as a pdf attachment(s) to this question (AQB2). Please limit the number of attachments to a maximum of 4 (four). You should save your attachment under the filename "[Supplier Name] AQB2 implementation plan". The attachment can be uploaded by using the paperclip icon aligned to this question.

This question seeks to understand how you will implement Primary Service 1 and Services 2 to 7 for the Contracting Authority, which is related to the requirement described at paragraph 2.14 of Schedule 2 Services and Key Performance Indicators (Attachment 4 Framework Agreement), 'Implementation of the Solution'.

## AQB2 Response Guidance

All Potential Providers **must** answer this question. You must upload your response to this question AQB2 within the eSourcing Suite. Any descriptive text included with the submission of your implementation plan, can either be entered into the space provided within the eSourcing Suite or within your attachment. The maximum character count for any descriptive text submitted is **4096** including spaces and punctuation within the eSourcing Suite text box only. Responses must include spaces between words.

Your submitted implementation plan which must include the following:

- a. A description of your implementation process including detailed tasks against a timetable;
- b. The steps needed to build the TEM platform and reporting function;
- c. The timetable, process and actions for testing the TEM system plus any additional systems used to deliver the TEM Service to Customers and the Authority, including supporting functions;
- d. Personnel (role and position) in your organisation, or outside of your organisation who will be responsible for managing, coordinating and delivering the implementation tasks;
- e. Identify areas where you would need to work closely with the Authority;
- f. Stages for handling the secure transition of existing Customer data and supporting the Authority with exporting of any data it currently holds to your System;
- g. Stages for handling the secure transfer of new customer data to your system;
- h. Operational change process and support requirements;
- i. Recruitment and training for roles established to support the Services provided under this Framework Agreement, including undertaking the required security checks;
- j. Creation of relevant user guides, training activities, communications and customer support services necessary for implementing your Service;
- k. A RACI matrix covering your organisation's roles and that of other organisations who will be involved in implementing you Service under the Framework Agreement, including "hand-offs" from one organisation to another;
- l. Expected time frames for accomplishing each of the implementation tasks in readiness for on-boarding your first Customer;
- m. How you will resolve any disputes involving any organisation responsible for aspects of the implementation procedures;
- n. Any other resource requirements, including any planned additional capacity or flexibility;
- o. How the Standards and Quality Plans (Attachment 4 Framework Agreement, Schedule 24) will be developed and agreed;

- p. Overall planning and coordination for the implementation and preparation of the implementation procedures.

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

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

Scoring Scheme	Evaluation Guidance
100	The Potential Provider's response robustly details the how and what is required by the question and any of its elements and it is very clear how the Service will be achieved.
50	The Potential Provider's description lacks detail and therefore it is not entirely clear how the Service and any related element will be achieved.
0	<p>The Potential Provider's response has not fully addressed any of the elements required of this question.</p> <p><b>OR</b></p> <p>A response has not been provided to this question.</p>



### AQB3 Customer Marketing and Workflow Management

You will be required to support the delivery of the Authority's objectives for realising cost reductions of around 20% from Central Government telecoms estate (Lot 1) and benefits to be realised for Wider Public Sector Customers (Lot 2). You will be responsible for marketing the TEM Framework to Customers and will manage your activities to ensure the maximum number of new Customers are on boarded to your TEM Service and progress towards realising commercial benefits over the term of the Framework.

The Authority requires Potential Providers to have a marketing plan as per Clause 35 of the TEM Framework Agreement (Attachment 4).

Please describe your marketing plan to attract and sell TEM to Customers.

Your submitted marketing plan must include the following:

- a. Goals, including timescales;
- b. Customer group analysis;
- c. Macro environmental analysis;
- d. Marketing messages and types of content;
- e. Frequency of publication;
- f. Methods of publishing and promoting content.

The Authority also requires you to set-up and maintain a workflow management plan as per Schedule 6 of the TEM Framework Agreement.

Please describe your workflow management plan and how it will be maintained and shared with the Authority.

Your plan must cover the following:

- a. Marketing to potential Customers;
- b. Pre-call-off discussions with Customer regarding Services offered and pricing options;
- c. Call-Off Contract signed with Customer;
- d. Any other Services to be delivered (e.g. Service catalogue number);
- e. Due diligence stage completed;
- f. Customer's data obtained;
- g. Analysis completed;
- h. Reports made available or provided to customer outlining savings opportunities;
- i. Savings realisation plan agreed with customers;
- j. Invoicing commences;
- k. Call-Off with Customer ends – exit plan and data returned;
- l. Call-Off Contracts extended - new term stated.

Your workflow management plan must be in an accessible and readable format in order to be shared with the Authority.

Supporting process maps can be provided where this will help to describe your method for recording, updating and sharing the workflow management plan.

### AQB3 Response Guidance

All Potential Providers **must** answer this question. You must upload your response to this question AQB3 within the eSourcing Suite.

Please select option **YES** or **NO** to confirm you have uploaded as attachment's to this question AQB3 Marketing Plan **and** AQB3 Workflow Management Plan.

Please limit the number of attachments to a maximum of 4 (four). You should save your attachments under the filename '[Supplier Name] AQB3 Marketing Plan' **and** '[Supplier Name] AQB3 Workflow Management Plan'. The attachments can be uploaded by using the paperclip icon aligned to this question.

Responses should be limited to and focused on each of the elements of the question posed above. Potential Providers must refrain from making generalised statements and providing information not relevant to the topic.

Whilst there will be no scores given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the elements in this response guidance in the order they are listed above and highlight which element of the question you are responding to.

Maximum character count – **4096 characters** including spaces and punctuation for the Customer Marketing Plan and **4096 characters** including spaces and punctuation for the Workflow Management Plan.

This character count cannot be exceeded within the eSourcing Suite or within your attachments.

Responses must include spaces between words.

Scoring Scheme	Evaluation Guidance
<b>100</b>	<p>The Potential Provider's has submitted attachments under the filenames 'AQB3 Marketing Plan' <b>and</b> 'AQB3 Workflow Management Plan' <b>and</b> the response robustly addresses all of the elements listed in the question above.</p> <p>The response details the how and what is required by the question and any of its elements and it is very clear how the Service will be achieved.</p>
<b>50</b>	<p>The Potential Provider has submitted attachments under the filenames 'AQB3 Marketing Plan' <b>and</b> 'AQB3 Workflow Management Plan' <b>and</b> the response lacks detail addressing all of the elements listed in the question above.</p>

	The response lacks detail and therefore it is not entirely clear how the Service and any related element will be achieved.
<b>0</b>	<p>The Potential Provider's response has not addressed <b>any/or</b> the majority of the elements required of this question.</p> <p><b>OR</b></p> <p>The Potential Provider has not submitted all required attachments under the filenames 'AQB3 Marketing Plan' <b>and</b> 'AQB3 Workflow Management Plan'.</p> <p><b>OR</b></p> <p>The Potential Provider has not submitted clearly detailed attachments for the marketing plan <b>and</b> workflow management plan.</p> <p><b>OR</b></p> <p>A response has not been provided to this question.</p>

## AQB4 Customer On-Boarding Plan

Section C. 5. of the Call Off Contract requires the Supplier to prepare a Customer On-Boarding Plan for agreement with the Customer. The final version of this plan will be included in Schedule 4 of the Call-off Contract.

You are required to provide an example of a Customer On-Boarding Plan and will describe the stages you expect to carry out, expected milestones and how each stage will be tested prior to commencing the Service with the Customer (Test Plan). This plan will need to describe roles and responsibilities, including key roles and those where you see the Customer will be responsible for facilitating the introduction of the service. You are required to describe how you will resolve any disputes, including with the Customer's Telecoms Provider.

This question seeks to understand how you will on-board Customers onto the TEM Services provided under this Framework Agreement.

### AQB4 Response Guidance

All Potential Providers must answer this question. You must upload your response to this question AQB4 within the eSourcing Suite under this question.

Any descriptive text included with the submission of your Customer On-Boarding plan, can either be entered into the space provided within the eSourcing Suite or within your attachment.

The maximum character count for any descriptive text submitted is **4096** including spaces and punctuation. Responses must include spaces between words.

Please select option **YES** or **NO** to confirm you have populated and uploaded as a pdf attachment to this question 'AQB4 Customer On-Boarding Plan' (AQB4). Please limit the number of attachments to a maximum of 2 (two). You should save your attachment under the filename '[Supplier Name] AQB4 Customer On-Boarding Plan'. The attachment can be uploaded by using the paperclip icon aligned to this question.

Responses should be limited to, and focused on each of the elements of the question posed above. Potential Providers should refrain from making generalised statements and providing information not relevant to the topic.

Whilst there will be no scores given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas.

Scoring scheme	Evaluation Guidance
<b>100</b>	The Potential Provider's has submitted attachment(s) under the filename 'AQB4 Customer On-Boarding Plan' <b>and</b> the response robustly describes roles and responsibilities, including key roles and those where the Potential Provider see's that the Customer will be responsible for facilitating the introduction of the Service.

	The response details the how and what is required by the question and any of its elements and it is very clear how the Service will be achieved.
<b>50</b>	<p>The Potential Provider's has submitted attachment(s) under the filename 'AQB4 Customer On-Boarding Plan'.</p> <p>The description lacks detail failing to describe roles and responsibilities, including key roles and those where the Potential Provider see's the Customer will be responsible for facilitating the introduction of the Service. Therefore it is not entirely clear how the Service and any related element will be achieved.</p>
<b>0</b>	<p>The Potential Provider's response has not described roles and responsibilities, including key roles and those where the Potential Provider see's the Customer will be responsible for facilitating the introduction of the Service.</p> <p><b>OR</b></p> <p>The Potential Provider has not submitted an attachment(s) under the filename 'AQB4 Customer On-Boarding Plan'.</p> <p><b>OR</b></p> <p>A response has not been provided to this question.</p>

## AQB5 Data Gathering/Retrieval

Your proposed Solution must import and store spend and usage data from the Customers' technology providers.

Describe the methods and processes you propose to use for the following three parts:

- a. describe the process you propose to use to complete each activity listed below (i to v);
  - i. import and store spend and usage data from our technology providers into one centralised view on the online portal;
  - ii. upload invoices, billing data, contract, inventory and other commercial information, and organisational data (such as HR and cost centre data);
  - iii. upload other named types and sources of information required;
  - iv. organise gathered data in a hierarchical manner.
  - v. to make changes to the inventory on an individual or multiple basis whilst maintaining a historic timeline of changes.
- b. describe the roles and responsibilities for those involved in each activity listed below (i to v);
  - i. import and store spend and usage data from our technology providers into one centralised view on a Portal;
  - ii. upload invoices, billing data, contract, inventory and other commercial information, and organisational data (such as HR and cost centre data);
  - iii. upload other named types and sources of information required;
  - iv. organise gathered data in a hierarchical manner.
  - v. to make changes to the inventory on an individual or multiple basis whilst maintaining a historic timeline of changes.
- c. describe how you propose to;
  - i. organise Government data
  - ii. manipulate the data to accommodate change, (such as, but not limited to 'machinery of Government changes')
  - iii. maintain historical integrity.

## AQB5 Response Guidance

In order to respond successfully and score the maximum score when answering this question, you must ensure that you have covered, in detail, the three (3) parts (a, b and c) relating to data gathering and retrieval and the associated roles and responsibilities for each.

All Potential Providers must answer this question. You must input your response to this question AQB5 within the eSourcing Suite.

**Your response must:**

1. You must insert your response into the text fields in the eSourcing Suite.
2. Maximum character count of this question is **4096 characters** for each part a, b and c including spaces and punctuation. This character count cannot be exceeded within the eSourcing Suite. Responses must include spaces between words.
3. Responses should be limited to, and focused on each of the parts of the question posed (a to c). Potential Providers should refrain from making generalised statements and providing information not relevant to the topic.
4. We welcome process diagrams and flow-charts to illustrate what functionality is included and what service-wrap you propose to apply to this core module, please upload up to two (2) pdf attachments to this question (AQB5).
5. Whilst there will be no scores 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 part in this response guidance in the order they are listed above and highlight which part (a to c) you are responding to.

**Please note**, should you be successful at Tender 1 you will be required during the demonstration and negotiation meeting to give a demonstration of the functionality related to the list in Attachment 3a Supplier Demonstration Assessment Form (part 6 Inventory). The demonstration will be used to verify the written response to this question. Where the functionality demonstrated does not support the written response, the score given for this question may be revised downwards.

#### **AQB5 Data Gathering and Retrieval scoring scheme**

Scoring Scheme	Summary of Scoring for AQB5
	<ol style="list-style-type: none"> <li>1. Question AQB5 will be evaluated and scored in accordance with the scoring scheme below.</li> <li>2. Data gathering and retrieval (AQB5) is broken down into three (3) parts. For example part (a) contains five (5) elements (i to v) while part (c) contains two elements (i and ii).</li> <li>3. The eSourcing Suite is arranged for you to provide separate responses to each of the parts.</li> <li>4. To cover each of the parts successfully you should ensure that you follow the instructions to describe in detail how you will meet each of the elements listed under each part above.</li> <li>5. Each part (a to c), has an equal weighting of 2% which contributes to the possible Total Weighted Score for this question AQB5.</li> <li>6. Your response to each of the parts will be evaluated in accordance with the scoring scheme below:</li> </ol>

Scoring Scheme	Evaluation Guidance
100	The Potential Provider’s response robustly details the how and what is required by the question and all of its elements and it is very clear how the Service will be achieved.
50	The Potential Provider’s description lacks detail and therefore it is not entirely clear how data gathering, retrieval and all of the elements will be achieved.
0	<p>The Potential Provider’s response has not fully addressed any of the parts required of this question.</p> <p><b>OR</b></p> <p>A response has not been provided to this question.</p> <p><b>OR</b></p> <p>Has failed in the Demonstration as detailed in Attachment 3a Supplier Demonstration Assessment Form to evidence the capability of your Portal to gather and retrieve data.</p>

7. Each part has been attributed a weighting as detailed in Table 5: Question or component part scoring scheme.

8. The weighting attributed to the parts has been allocated at question level. For example part (a) has a weighting of 2% of AQB5 (it is worth 2% of the Total Weighted Score for AQB5).

9. Your Total Weighted Score AQB5 in its entirety is calculated by adding together the Weighted Score for each part a, b and c. For example, part (a) is 2% of AQB5. Therefore if you achieve a score of 100 on each of the three (3) parts (a, b and c) then your Total Weighted Score for AQB5 would be 6%.

10. The above scoring scheme is illustrated in Table 5 Question/part scoring scheme for question AQB5 and an example of the scoring scheme is available in Table 6 Example of Scoring for AQB5 Data Gathering and Retrieval Scoring.

TABLE 5: Question/Part scoring scheme			
Element	Question	Element Weighting	Element scoring scheme



a	Describe the process you propose to use to complete each activity listed below (i to v); i. import and store spend and usage data from our technology providers into one centralised view on a Portal; ii. upload invoices, billing data, contract, inventory and other commercial information, and organisational data (such as HR and cost centre data); iii. upload other named types and sources of information required; iv. organise gathered data in a hierarchical manner. v. to make changes to the inventory on an individual or multiple basis whilst maintaining a historic timeline of changes.	2%	100,50,0
b	Describe the roles and responsibilities for those involved in each activity listed below (i to v); i. import and store spend and usage data from our technology providers into one centralised view on a Portal; ii. upload invoices, billing data, contract, inventory and other commercial information, and organisational data (such as HR and cost centre data); iii. upload other named types and sources of information required; iv. organise gathered data in a hierarchical manner. v. to make changes to the inventory on an individual or multiple basis whilst maintaining a historic timeline of changes.	2%	100,50,0
c	Describe how you propose to; i. organise Government data ii. manipulate the data to accommodate change, (such as, but not limited to 'machinery of Government changes') iii. maintain historical integrity.	2%	100,50,0
	<b>TOTAL</b>	<b>6%</b>	

**Table 6: Example of Scoring for AQB5 Data Gathering and Retrieval**

Question	Question Weighting	Question Marking Scheme	Example Consensus Score	Weighted Score
Part a (from above)	2%	100,50,0	100	2%
Part b (from above)	2%	100,50,0	50	1%
Part c (from above)	2%	100,50,0	0	0%
AQB5 Data Gathering and Retrieval Total Weighted Score			In this example, the Potential Provider will have scored 3% out of a possible 6%	
AQB5 Data Gathering and Retrieval Maximum weighted score The Potential Provider will be able to score a maximum of 100 times 6% weighting applied to the score times 45% for the quality award criteria. Therefore the maximum achievable in answering this question would be 2.7.				

**AQB6 Reporting**

Your Solution must provide reporting and dashboards (a summary of data) for all users (Authority and Customer) according to their access rights. Users will have the ability to self-analyse data by combining or slicing and dicing data in a variety of ways.

Please describe how you propose to manage and operate dashboards and a reporting service, including user access controls.

You are also required to provide clearly labelled screenshots for all of the reports listed in Annex 4 Reporting Requirements of Attachment 1a ITT and attach them to your response to this question.

This question seeks to understand the reporting requirements for Technology Expense Management Services for the Authority, which is related to the requirement described at Annex 4 - Reporting requirements of Statement of Need (Annex 1 of Attachment 1a ITT Event 1).

**AQB6 Response Guidance**

All Potential Providers **must** answer this question.

Your response to this question should clearly demonstrate how you propose to manage and operate dashboards and a reporting service, including user access controls.

**Your response must:**

- a. Describe how you propose to manage and operate user access controls. You are encouraged to describe the roles and responsibilities of each party (you, Authority and Customer) in the operation of user access rights;
- b. Describe the degree to which the reports are 'self-serve' and how much opportunity the Users will have to self-analyse data by combining or slicing and dicing data;
- c. Detail which reports are available and how they are to be accessed by each party.

Please select option **YES** or **NO** to confirm you have uploaded as attachment's to this question the required screenshots in .pdf format for all of the reports listed in Annex 4 Reporting Requirements of Attachment 1a ITT as an attachment to this question (AQB6). You should save your attachment(s) under the filename '[Supplier Name] AQB6 Reporting'.

The attachment(s) can be uploaded by using the paperclip icon aligned to this question.

**If you either respond 'NO' or fail to answer this question (AQB6) by NOT uploading clearly labelled screenshots in .pdf format for all of the reports listed in Annex 4 Reporting Requirements of Attachment 1a ITT, you will fail this question and therefore will not be able to continue to participate in this procurement.**

You must insert your response into the text fields in the eSourcing Suite.

Maximum character count – **4096 characters** for each element (a to c) including spaces and punctuation. We will provide 3 (three) text boxes (AQB6a-c) for you to provide your response. This character count cannot be exceeded within the eSourcing Suite. Responses must include spaces between words.

Please ensure that you have uploaded the required clearly labelled screenshots in .pdf format for all of the reports listed in Annex 4 Reporting Requirements of Attachment 1a ITT as an attachment to this question (AQB6).

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 scores 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.

Please note, should you be successful at Event 3 Tender 1 you will be required during the demonstration and negotiation meeting to give a demonstration of the reports listed in Attachment 3a Supplier Demonstration Assessment Form parts 2 (Dashboard Views), 3 (Customer reporting) and 4 (Authority reporting). The demonstration must evidence the capability of your system to produce the required reports and it will be used to verify the written response to this question. Where the functionality demonstrated does not support the written response, the score given for this question may be revised downwards.

Scoring Scheme	Evaluation Guidance
<b>100</b>	<p>The Potential Provider's response fully addresses all 3 component parts (a to c) of the response guidance above <b>and</b> has submitted all required clearly labelled screenshots in .pdf format for all of the reports listed in Annex 4 Reporting Requirements of Attachment 1a ITT as an attachment to this question (AQB6).</p>
<b>50</b>	<p>The Potential Provider's description lacks detail and therefore it is not entirely clear how each component part (a to c) will be achieved.</p> <p><b>OR</b></p> <p>Any failures during the demonstration are likely to result in a revision of the previously given score for this question and this may mean your revised score is a 50.</p>
<b>0 / Fail</b>	<p>The Potential Provider's response has not fully addressed any of the elements required of this question.</p> <p><b>OR</b></p> <p>A response has not been provided to this question.</p> <p><b>OR</b></p> <p>The Potential Provider has not submitted all required clearly labelled screenshots in .pdf format for all of the reports listed in Annex 4 Reporting Requirements of Attachment 1a ITT as an attachment to this question (AQB6).</p> <p><b>OR</b></p> <p>Any failures during the demonstration are likely to result in a revision of the previously given score for this question and this may mean your revised score is a zero.</p>

## AQB7 Information Security Management Plan

When providing your Solution, you must commit to the requirements of the Information and Security Management Plan (ISMP) requirements, as outlined at Attachment 4, Appendix 2, Annex 2a of Schedule 27 of the Framework Agreement.

### AQB7 Response Guidance

By selecting **YES**, you confirm that you have provided, as an Attachment, your Information Security Management Plan which commits to each of the nine (9) requirements of the Information and Security Management Plan requirements, as outlined at Attachment 4, Appendix 2, Annex 2a of Schedule 27 of the Framework Agreement. Any descriptive text included with the submission of your Information Security Management Plan, can either be entered into the space provided within the eSourcing Suite or within your attachment. The maximum character count for any descriptive text submitted is **4096**. Responses must include spaces between words.

By selecting **NO**, you confirm that you are unable to provide, as an Attachment, your Information Security Management plan which commits to each of the 9 requirements of the Information and Security Management Plan requirements, as outlined at Attachment 4, Appendix 2, Annex 2a of Schedule 27 of the Framework Agreement.

**If you either respond 'NO' or fail to answer this question (AQB7) by NOT uploading a populated required Information Security Management Plan, you will fail this question and therefore will not be able to continue to participate in this procurement.**

Your response must cover each of the nine (9) requirements;

1. Security Policy - Personal, Physical, Procedural and Technical
2. Security Governance - Organisation (Terms of Reference (ToR) for Security Working Group (SWG))
3. Physical Security of the system platform (Data Centre)
4. Portal Security
5. Hosting Security
6. Business Continuity
7. Security testing (annual)
8. Incident handling
9. Compliance

**This question seeks to ensure you can fulfil the requirements of the Information Security Management Plan and have included statements of commitment to each aspect of the ISMP as requirement in the Framework Agreement.**

You must insert your response as an attachment to this question in the eSourcing Suite. **You must not provide more than nine (9) pdf attachments (one for each of the requirements 1-9).**

Responses should be limited to, and focused on each of the elements (1 to 9) of the Information Security Management Plan (Attachment 4, Appendix 2, Annex 2a of Schedule 27 of the Framework Agreement).

Potential Providers should refrain from making generalised statements and providing information not relevant to the topic.

Whilst there will be no scores given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the elements in this response guidance in the order they are listed above and highlight which part (1 to 9) you are responding to.

**Please note**, should you be successful at Tender 1 you will be required during the demonstration and negotiation meeting to give a demonstration of the functionality related to the Security of the Portal as listed in Attachment 3a Supplier Demonstration Assessment Form (parts 1 (Secure login) and 7 (Secure upload and download/exchange of data)). The demonstration must evidence the capability of your system to produce the required functionality related to the Security of the Portal and it will be used to verify the written response to this question. Where the functionality demonstrated does not support the written response, the score given for this question may be revised downwards.

Scoring scheme	Evaluation guidance
<b>100</b>	The Potential Provider has provided as an Attachment, their Information Security Management Plan which commits to each of the nine (9) requirements of the Information and Security Management Plan requirements, as outlined at Attachment 4, Appendix 2, Annex 2a of Schedule 27 of the Framework Agreement <b>and</b> the response robustly addresses all requirements (1 to 9) of the response guidance above.
<b>50</b>	The Potential Provider has provided as an Attachment, their Information Security Management Plan which commits to each of the nine (9) requirements of the Information and Security Management Plan requirements, as outlined at Attachment 4, Appendix 2, Annex 2a of Schedule 27 of the Framework Agreement, the description lacks detail and therefore it is not entirely clear how some requirements (1 to 9) will be achieved.
<b>0/Fail</b>	Has failed to provide as an Attachment, their Information Security Management Plan which commits to each of the nine (9) requirements of the Information and Security Management Plan requirements, as outlined at Attachment 4, Appendix 2, Annex 2a of Schedule 27 of the Framework Agreement.  <b>OR</b>  The Potential Provider's response has not fully addressed any of the elements (1 to 9) required of this question.

	<p><b>OR</b></p> <p>Has failed in the Demonstration as detailed in Attachment 3a Supplier Demonstration Assessment Form to evidence that Secure Login and Secure upload and download/exchange of data will be achieved.</p> <p><b>OR</b></p> <p>A response has not been provided to this question.</p>
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## Section C - For Information Only

### AQC1 Continuous Improvement

In order to promote and assist in the delivery of the Services to the Customers, the Supplier shall undertake continuous improvement. Please provide a plan to illustrate how you will ensure continuous improvement and innovation when providing Services under the Framework Agreement.

#### AQC1 Response Guidance

All Potential Providers must answer this question.

You may provide your response as an attachment to this question. Please only upload one (1) Attachment by using the paperclip icon aligned to this question.

Maximum character count for this question – **4096 characters** including spaces and punctuation. This character count cannot be exceeded in either the eSourcing Suite or the document (or combination of both). Responses must include spaces between words.

Your response to this question is for information only however **you MUST respond to this answer. If you fail to answer this question, the Authority may decide not to continue to evaluate your proposal.**

Your response to this question should clearly demonstrate how you propose to ensure continuous improvement and innovation when providing Services under the Framework.

You must insert your response into the text fields in the eSourcing Suite.

Potential Providers should refrain from making generalised statements and providing information not relevant to the topic.

Whilst there will be no scores given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas.



## AQC2 Risk Management

In order to effectively deliver the Services to the Customers and support the Authority's business objectives and aims the Supplier is expected to assess and manage risks.

Please describe how you will undertake risk management when providing Services under the Framework. You must provide, as an attachment, an example of a risk management plan for this Service.

## AQC2 Response Guidance

All Potential Providers must answer this question.

Your response to this question is for information only however **you MUST respond to this answer. If you fail to answer this question, the Authority may decide not to continue to evaluate your proposal.**

You must insert your response into the text fields in the eSourcing Suite and you may provide between **5-10 attachments**, to articulate the risks you would expect to address, including the core Service and supporting functions risks at Clause 2.5 of Schedule 2 Services and Key Performance Indicators of the Framework Agreement (Attachment 4).

Maximum character count – **4096 characters** including spaces and punctuation. This character count cannot be exceeded. Responses must include spaces between words.

Potential Providers should refrain from making generalised statements and providing information not relevant to the topic.

Whilst there will be no scores given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas.

### AQC3 Management Information

Please describe how you propose to ensure management information is provided to the Authority within the timescales specified in Framework Agreement Schedule 9, Clause 3 when providing Services under the Framework.

### AQC3 Response Guidance

All Potential Providers must answer this question.

Your response to this question is for information only however **you MUST respond to this answer. If you fail to answer this question, the Authority may decide not to continue to evaluate your proposal.**

You must insert your response into the text fields in the eSourcing Suite.

Maximum character count – **4096 characters** including spaces and punctuation. This character count cannot be exceeded within the eSourcing 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.

Potential Providers should refrain from making generalised statements and providing information not relevant to the topic.

Whilst there will be no scores given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas.

#### AQC4 Additional Services

Describe any additional Services that you are able to provide in your Solution for this Framework.

You will need to complete the table in the eSourcing Suite

The Services described in Schedule 2 Services and Key Performance Indicators of the Framework Agreement (Attachment 4) shall apply to telecoms spend as a minimum. We welcome from Potential Providers any proposals for applying these Services to other areas of technology spend, as part of the TEM Solution.

These Services will not be evaluated in the Tender and it will be at our discretion whether they are discussed during the negotiation stage of the Procurement, or included in the Framework Agreement.

#### AQC4 Response Guidance

Name of Service	Description of the Devices and/or Services	Price per Unit inclusive of VAT.	Description of Unit of measure.
<u>[FREE TEXT 80 characters]</u>	<u>[FREE TEXT 80 characters]</u>	<u>[PRICE]</u>	<u>[FREE TEXT 80 characters]</u>

If you have additional relevant Services over and above those outlined in the Statement of Needs (Attachment 1a Event 1 ITT), these can be offered to us in the Procurement.

Additional Services will not be evaluated and it will be entirely at our discretion whether additional Services are discussed during the negotiation stage of the Procurement or included in the Framework Agreement.

A character count of **8192 characters** has been provided in the eSourcing Suite. If you wish to provide additional information for this question, please upload as an attachment to this question.

## Section D - Pricing

### AQD1 - TEM PRICING

Please complete the Excel spreadsheet(s) Attachment 3b, Lot 1 Potential Provider Pricing Sheet and/or Attachment 3c Lot 2 Potential Provider Pricing Sheet for the Lots you are bidding for with the prices/percentage that you will apply for each Primary Service/Services under the Framework Agreement.

### **AQD1 RESPONSE GUIDANCE**

To respond to this question, you will need to complete the pricing sheet (Attachment 3b and/or 3c) which requires you to provide a price and percentage for gainshare for the following:

**Pricing model 1** - Fixed Unit Model - is the model for the pricing for when each device and/or Service has a fixed price for Services provided.

**Pricing model 2** – Gainshare Model - the method of pricing which includes a percentage of gainshare which would be the agreed percentage of any savings identified at the conclusion of the Service provided, such savings achieved would be shared between the Supplier and the Customer at the agreed percentage rate. In this Gainshare Model the Potential Provider is also required to include a fixed unit price. This fixed unit price and the gainshare percentage are evaluated as described in the scoring example below.

**IF YOU DO NOT ATTACH Attachment 3b Lot 1 or 3c Lot 2 POTENTIAL PROVIDER PRICING SHEET IN RESPONSE TO THIS QUESTION (FOR EACH LOT YOU ARE BIDDING FOR) THEN YOU WILL FAIL THIS QUESTION. IF YOU FAIL THIS QUESTION YOUR RESPONSE WILL NOT BE CONSIDERED ANY FURTHER.**

In response to this question, please complete one (1) attachment per Lot you bid for:

**E.g.**

**If you are Bidding for Lot 1 only** please complete Attachment 3B Lot 1 Potential Provider Pricing Sheet. Ensure you complete the primary tab with Lot 1 pricing and the secondary tab with Lot 2 Pricing. Please rename the worksheet: [Potential Provider name] AQD1 Attachment 3B Lot 1 Potential Provider Pricing Sheet.

**If you are Bidding for Lot 2 only** please complete Attachment 3C Lot 2 Potential Provider Pricing Sheet. Ensure you complete the primary tab with Lot 2 pricing and the secondary tab with Lot 1 Pricing. Please rename the worksheet: [Potential Provider name] AQD1 Attachment 3C Lot 2 Potential Provider Pricing Sheet.

**If you are Bidding for Lot 1 and 2** please complete Attachment 3B Lot 1 Potential Provider Pricing Sheet. Ensure you complete the primary tab with Lot 1 pricing and the secondary tab with Lot 2 Pricing. Please rename the worksheet: [Potential Provider name] AQD1 Attachment 3B Lot 1 Potential Provider Pricing Sheet, **and also complete** Attachment 3C Lot 2 Potential Provider Pricing Sheet. Ensure you complete the primary tab with Lot 2 pricing and the secondary tab with Lot 1 Pricing. Please rename the worksheet: [Potential Provider name] AQD1 Attachment 3C Lot 2 Potential Provider Pricing Sheet.

**To Confirm if you are Bidding for Lot 1 and Lot 2 you should complete and upload BOTH pricing spreadsheets**

If you have only bid for one Lot **you are still required** to complete **both** tabs within the workbook to ensure pricing is available should you be required to provide Services to Customers under the other Lot on a temporary basis.

The prices you submit in Attachment 3B Lot 1 Potential Provider Pricing Sheet **and/or** Attachment 3C Lot 2 Potential Provider Pricing Sheet (in your Final Tender) will be the pricing that appears in your populated Framework Agreement (Schedule 3, Annex 2) should you be successful in this Procurement.

This individual question AQD1 appears in the eSourcing Suite and requires you to make a **YES/NO** response. Please select **YES** to indicate you have completed the relevant worksheet(s) (and all prices required by that worksheet) and uploaded them to the eSourcing Suite.

Attachment 3B Lot 1 Potential Provider Pricing Sheet **and** Attachment 3C Lot 2 Potential Provider Pricing Sheet are excel files which can be downloaded, completed and uploaded back to the eSourcing Suite once at AQD1 by clicking on the paperclip icon.

Your response may however be deemed non-compliant if you alter the published Attachment 3B Lot 1 Potential Provider Pricing Sheet **and/or** Attachment 3C Lot 2 Potential Provider Pricing Sheet tables in any way.

**WEIGHTING**

All Services are evaluated using a weighted approach, shown in the table below. **NO** initial (central) setup charges and **NO** per-Customer implementation charges are permitted.

Primary Service 1 Mobile TEM	25% (of 60%)
Primary Service 1 Fixed Line TEM	37.5% (of 60%)

Primary Service 1 Data Circuit TEM	37.5% (of 60%)
Primary Service 1 Total	60%
Service 2 (Contact Services)	10%
Service 3 (Personal Use Management)	5%
Service 4 (Tactical Ordering/Provisioning)	5%
Service 5 (Historic Billing Audit)	10%
Service 6 (Physical Audit)	5%
Service 7 (Snapshot)	5%

#### Scoring Principles:

1. All prices submitted MUST be in pounds sterling (£);
2. All prices and percentages MUST be given to two decimal places;
3. The lowest price or percentage in a given Service receives a score of 100.00;
4. All subsequent Potential Provider prices or percentages are given a score based on the following formula:

$$100.00 \times \frac{\text{lowest price/percentage}}{\text{given price/percentage}}$$

5. Weighted scores are calculated using the score total in each Service (additional calculation needed for Primary Service 1 as this is split into three 'sub-services') namely Mobile, Fixed and Data). The formula for the calculation is shown below:

$$\frac{\text{Potential Providers score total}}{\text{maximum score for the Service}} \times \text{weighting score for the Service}$$

#### Example Scoring Below

Primary Service/ Services	Calculation
Primary Service 1 - Mobile TEM	<p><b><u>Pricing model 1 - Fixed Unit Model (FUM)</u></b></p> <p>The Fixed Unit Model (pricing model 1) is worth 50% of the available</p>

score applicable to pricing.

The lowest price received from all Potential Providers gets a score of 100.00. All other prices are scored against the formula listed in scoring principle 4.

E.g. The lowest price of £1.00 scores 100, the next price is £1.50. The formula to determine the score for £1.50 is:

$$100 \times \frac{1.00}{1.50} = 66.67 \text{ (Potential Provider FUM score)}$$

The FUM score is weighted at 50% of the total score for Mobile TEM. To work out the FUM weighted score for Mobile TEM we apply the following:

$$\frac{\text{Potential Provider FUM score}}{100 \text{ (Max FUM score)}} \times 50 = 33.34 \text{ (PP weighted FUM score)}$$

### **Pricing model 2 - Gainshare Model (GM)**

The Gainshare Model (pricing model 2) is worth 50% of the available pricing score. The Gainshare Model has two elements. The fixed unit price provided in this pricing model is worth 25% and the gainshare percentage is also worth 25%. These are added together to give the 50% of the score applicable to pricing for the Gainshare Model (pricing model 2).

#### **Fixed Unit Price**

The lowest price received from all Potential Providers gets a score of 100.00. All other prices are scored against the formula listed in scoring principle 4.

E.g. The lowest price of £1.00 scores 100, the next price is £1.50. The formula to determine the score for £1.50 is:

$$100 \times \frac{1.00}{1.50} = 66.67 \text{ (Potential Provider GM score)}$$

The GM score is weighted at 25% of the total score for Mobile TEM. To work out the GM weighted score for Mobile TEM we apply the following:

$$\frac{\text{Potential Provider GM score}}{100 \text{ (Max GM score)}} \times 25 = 16.67 \text{ (Potential Providers weighted GM score)}$$

$$100 \text{ (Max GM score)}$$

#### **Gainshare percentage (GP)**

The lowest gainshare percentage received from all Potential Providers gets a score of 100.00. All other percentages are scored against formula listed in scoring principle 4.

	<p>E.g. The lowest percentage of 1.00% scores 100, the next percentage is 1.50%. The formula to determine the score for 1.50% is:</p> $100 \times \frac{1.00}{1.50} = 66.67 \text{ (Potential Provider GP score)}$ <p>The GP score is weighted at 25% of the total score for Mobile TEM. To work out the GP weighted score for Mobile TEM we apply the following:</p> <p><b><u>Potential Provider GP score</u> x 25 = 16.67</b> (PP weighted GP score) 100 (Max GP score)</p> <p>All three weighted scores above are added together to work out the total Mobile TEM score for the Potential Provider. The maximum total score for Mobile TEM is 100.</p> <p>33.34(FMU) + 16.67 (GM) + 16.67 (GP) = 66.68 Potential Providers Mobile TEM score</p> <p>Mobile TEM is worth 25% of the total weighted score for Primary Service 1. To work out Mobile TEMs weighted score for Primary Service 1 we apply the following:</p> $\frac{66.68 \text{ (PP Mobile TEM score)} \times 25}{100.00 \text{ (Max total score for Mobile TEM)}} = 16.67 \text{ (PP weighted Mobile TEM score)}$
<p><b>Primary Service 1 - Fixed Line TEM</b></p>	<p>Fixed unit model is worth 50% and gainshare is worth 50%. Gainshare has two elements - gainshare model which is worth 25% and gainshare percentage which is worth 25% these are added together to give the 50% for gainshare.</p> <p><u>Fixed Unit Model (FUM)</u></p> <p>The lowest price received from all Potential Providers gets a score of 100.00. All other prices are scored against the formula listed in scoring principle 4.</p> <p>E.g. The lowest price of £1.00 scores 100, the next price is £1.50. The formula to determine the score for £1.50 is:</p> $100 \times \frac{1.00}{1.50} = 66.67 \text{ (Potential Provider FUM score)}$ <p>The FUM is weighted at 50% of the total score for Fixed Line TEM. To work out the FUM weighted score for Fixed Line TEM we apply the following:</p> <p><b><u>Potential Provider FUM score</u> x 50 = 33.34</b> (PP weighted FUM score) 100 (Max FUM score)</p>



	<p><u>Gainshare Model (GM)</u></p> <p>The lowest price received from all Potential Providers gets a score of 100.00. All other prices are scored against the formula listed in scoring principle 4.</p> <p>E.g. The lowest price of £1.00 scores 100, the next price is £1.50. The formula to determine the score for £1.50 is:</p> $100 \times \frac{1.00}{1.50} = 66.67 \text{ (Potential Provider GM score)}$ <p>The GM is weighted at 25% of the total score for Fixed Line TEM. To work out the GM weighted score for Fixed Line TEM we apply the following:</p> $\frac{\text{Potential Provider GM score}}{100 \text{ (Max GM score)}} \times 25 = 16.67 \text{ (PP weighted GM score)}$ <p><u>Gainshare Percentage (GP)</u></p> <p>The lowest gainshare percentage received from all Potential Providers gets a score of 100.00. All other percentages are scored against formula listed in scoring principle 4.</p> <p>E.g. The lowest percentage of 1.00% scores 100, the next percentage is 1.50%. The formula to determine the score for 1.50% is:</p> $100 \times \frac{1.00}{1.50} = 66.67 \text{ (Potential Provider GP score)}$ <p>The GP is weighted at 25% of the total score for Fixed Line TEM. To work out the GP weighted score for Fixed Line TEM we apply the following:</p> $\frac{\text{Potential Provider GP score}}{100 \text{ (Max GP score)}} \times 25 = 16.67 \text{ (PP weighted GP score)}$ <p>All three weighted scores above are added together. The maximum score for Fixed Line TEM is 100.</p> $33.34(\text{FMU}) + 16.67 \text{ (GM)} + 16.67 \text{ (GP)} = 66.68 \text{ PP Fixed Line TEM score}$ <p>Fixed Line TEM is worth 37.5% of the total weighting for Primary Service 1. To work out Fixed Line TEMs weighted score for Primary Service 1 we apply the following:</p> $\frac{66.68}{100.00} \times 37.5 = 25.01 \text{ (PP weighted Fixed Line TEM score)}$
<p><b>Primary Service 1 - Data Circuit TEM</b></p>	<p>Fixed unit model is worth 50% and gainshare is worth 50%. Gainshare has two elements - gainshare model which is worth 25% and gainshare percentage which is worth 25% these are added together to give the 50% for gainshare.</p>

#### Fixed Unit Model (FUM)

The lowest price received from all Potential Providers gets a score of 100.00. All other prices are scored against the formula listed in scoring principle 4.

E.g. The lowest price of £1.00 scores 100, the next price is £1.50. The formula to determine the score for £1.50 is:

$$100 \times \frac{1.00}{1.50} = 66.67 \text{ (Potential Provider FUM score)}$$

The FUM is weighted at 50% of the total score for Data Circuit TEM. To work out the FUM weighted score for Data Circuit TEM we apply the following:

$$\frac{\text{Potential Provider FUM score}}{100 \text{ (Max FUM score)}} \times 50 = 33.34 \text{ (PP weighted FUM score)}$$

#### Gainshare Model (GM)

The lowest price received from all Potential Providers gets a score of 100.00. All other prices are scored against the formula listed in scoring principle 4.

E.g. The lowest price of £1.00 scores 100, the next price is £1.50. The formula to determine the score for £1.50 is:

$$100 \times \frac{1.00}{1.50} = 66.67 \text{ (Potential Provider GM score)}$$

The GM is weighted at 25% of the total score for Data Circuit TEM. To work out the GM weighted score for Data Circuit TEM we apply the following:

$$\frac{\text{Potential Provider GM score}}{100 \text{ (Max GM score)}} \times 25 = 16.67 \text{ (PP weighted GM score)}$$

#### Gainshare Percentage (GP)

The lowest gainshare percentage received from all Potential Providers gets a score of 100.00. All other percentages are scored against formula listed in scoring principle 4.

E.g. The lowest percentage of 1.00% scores 100, the next percentage is 1.50%. The formula to determine the score for 1.50% is:

$$100 \times \frac{1.00}{1.50} = 66.67 \text{ (Potential Provider GP score)}$$

The GP is weighted at 25% of the total score for Data Circuit TEM.

	<p>To work out the GP weighted score for Data Circuit TEM we apply the following:</p> $\frac{\text{Potential Provider GP score} \times 25}{100 \text{ (Max GP score)}} = 16.67 \text{ (PP weighted GP score)}$ <p>All three weighted scores above are added together. The maximum score for Data Circuit TEM is 100.</p> <p><math>33.34 \text{ (FMU)} + 16.67 \text{ (GM)} + 16.67 \text{ (GP)} = 66.68 \text{ Data Circuit TEM score}</math></p> <p>Data Circuit TEM is worth 37.5% of the total weighting for Primary Service 1. To work out Data Circuit TEMs weighted score for Primary Service 1 we apply the following:</p> $\frac{66.68 \times 37.5}{100.00 \text{ (Max Data Circuit TEM score)}} = 25.01 \text{ (Potential Providers weighted Data Circuit TEM score)}$
<p><b>Primary Service 1 - Weighted Score</b></p> <p><i>Weighting 60%</i></p>	<p><b><u>Weighted score for Primary Service 1</u></b></p> <p>The total weighted scores for Mobile TEM, Fixed Line TEM and Data Circuit TEM are added together to give a Potential Providers technology score (maximum technology score is 100).</p> <p>E.g. <math>16.67 \text{ (weighted Mobile TEM score)} + 25.01 \text{ (weighted Fixed Line TEM score)} + 25.01 \text{ (weighted Data Circuit TEM score)} = 66.69 \text{ (Technology score)}</math></p> <p>To work out the weighted score for Primary Service 1 we apply the following:</p> $\frac{\text{PP technology score} \times 60}{100 \text{ (max technology score)}} = \text{weighted score for Primary Service 1}$ <p>E.g.</p> $\frac{66.69 \times 60}{100} = 40.01 \text{ (PP weighted score for Primary Service 1)}$
<p><b>Service 2 - Contact Services</b></p> <p><i>Weighting 10%</i></p>	<p><b><u>Fixed Unit Model (FUM)</u></b></p> <p>The lowest price given receives a score of 100.00. All other prices are scored against the formula listed in scoring principle 4.</p> <p>E.g. The lowest price of £1.00 scores 100, the next price is £1.50. The formula to determine the score for £1.50 is:</p> $100 \times \frac{1.00}{1.50} = 66.67 \text{ (Potential Provider FUM score)}$ <p><b><u>Weighted score for Service 2</u></b></p>

	<p>To work out the weighted score for Service 2 we apply the following:</p> <p><b><u>Potential Providers FUM score</u> x 10 = weighted score for Service 2</b></p> <p style="text-align: center;"><b>100</b> <b>(max FUM score)</b></p> <p>E.g.</p> <p><b><u>66.67</u> x 10 = 6.67 (Potential Providers weighted score for Service 2)</b></p> <p style="text-align: center;"><b>100</b></p>
<p><b>Service 3 - Personal use Management</b></p> <p><i>Weighting 5%</i></p>	<p><b><u>Fixed Unit Model (FUM)</u></b></p> <p>The lowest price given receives a score of 100.00. All other prices are scored against the formula listed in scoring principle 4.</p> <p>E.g. The lowest price of £1.00 scores 100, the next price is £1.50. The formula to determine the score for £1.50 is:</p> <p><math>100 \times \frac{1.00}{1.50} = 66.67</math> (Potential Provider FUM score)</p> <p><b><u>Weighted score for Service 3</u></b></p> <p>To work out the weighted score for Service 3 we apply the following:</p> <p><b><u>Potential Providers FUM score</u> x 5 = weighted score for Service 3</b></p> <p style="text-align: center;"><b>100</b> <b>(max FUM score)</b></p> <p>E.g.</p> <p><b><u>66.67</u> x 5 = 3.33 (Potential Providers weighted score for Service 3)</b></p> <p style="text-align: center;"><b>100</b></p>
<p><b>Service 4 - Tactical Provisioning/Ordering</b></p> <p><i>Weighting 5%</i></p>	<p><b><u>Fixed Unit Model (FUM)</u></b></p> <p>The lowest price given receives a score of 100.00. All other prices are scored against the formula listed in scoring principle 4.</p> <p>E.g. The lowest price of £1.00 scores 100, the next price is £1.50. The formula to determine the score for £1.50 is:</p> <p><math>100 \times \frac{1.00}{1.50} = 66.67</math> (Potential Provider FUM score)</p> <p><b><u>Weighted score for Service 4</u></b></p> <p>To work out the weighted score for Service 4 we apply the following:</p>

	<p><b><u>Potential Providers FUM score</u> x 5 = weighted score for Service 4</b></p> <p style="text-align: center;"><b>100</b> (max FUM score)</p> <p>E.g.</p> <p><b><u>66.67</u> x 5 = 3.33 (Potential Providers weighted score for Service 4)</b></p> <p style="text-align: center;"><b>100</b></p>
<p><b>Service 5 - Historic billing audit</b></p> <p><i>Weighting 10%</i></p>	<p><u>Gainshare model for historic billing audit.</u> (Please note that for the historic billing audit Service this only requires the entry of a gainshare percentage, there is no fixed unit price included).</p> <p>The lowest percentage of spend given receives a score of 100.00. All other prices are scored against the formula listed in scoring principle 4.</p> <p>E.g. The lowest percentage of 1.00% scores 100, the next percentage is 1.50%. The formula to determine the score for 1.50% is:</p> <p><math>100 \times \frac{1.00}{1.50} = 66.67</math> (Potential Provider GM score)</p> <p><b><u>Weighted score for Service 5</u></b></p> <p>To work out the weighted score for Service 5 we apply the following:</p> <p><b><u>Potential Providers GM score</u> x 10 = weighted score for Service 5</b></p> <p style="text-align: center;"><b>100</b> (max GM score)</p> <p>E.g.</p> <p><b><u>66.67</u> x 10 = 6.67 (Potential Providers weighted score for Service 5)</b></p> <p style="text-align: center;"><b>100</b></p>
<p><b>Service 6 - Physical Audit</b></p> <p><i>Weighting 5%</i></p>	<p><u>Day Rate Model (DR)</u></p> <p>The lowest price given receives a score of 100.00. All other prices are scored against the formula listed in scoring principle 4.</p> <p>E.g. The lowest price of £1.00 scores 100, the next price is £1.50. The formula to determine the score for £1.50 is:</p> <p><math>100 \times \frac{1.00}{1.50} = 66.67</math> (Potential Provider DR score)</p> <p><b><u>Weighted score for Service 6</u></b></p> <p>To work out the weighted score for Service 6 we apply the following:</p>

	<p><b><u>Potential Providers DR score</u> x 5 = weighted score for Service 6</b></p> <p style="text-align: center;">100 (max DR score)</p> <p>E.g.</p> <p><b><u>66.67</u> x 5 = 3.33 (Potential Providers weighted score for Service 6)</b></p> <p style="text-align: center;">100</p>
<p><b>Service 7 - Snapshot</b></p> <p><i>Weighting 5%</i></p>	<p><u>Day Rate Model (DR)</u></p> <p>The lowest price given receives a score of 100.00. All other prices are scored against the formula listed in scoring principle 4.</p> <p>E.g. The lowest price of £1.00 scores 100, the next price is £1.50. The formula to determine the score for £1.50 is:</p> <p><math>100 \times \frac{1.00}{1.50} = 66.67</math> (Potential Provider DR score)</p> <p><b><u>Weighted score for Service 7</u></b></p> <p>To work out the weighted score for Service 7 we apply the following:</p> <p><b><u>Potential Providers DR score</u> x 5 = weighted score for Service 7</b></p> <p style="text-align: center;">100 (max DR score)</p> <p>E.g.</p> <p><b><u>66.67</u> x 5 = 3.33 (Potential Providers weighted score for Service 7)</b></p> <p style="text-align: center;">100</p>
<b>Potential Providers Total TEM Score</b>	<p>All seven (7) weighted scores for the Service (Primary Service/Services 1, 2, 3, 4, 5, 6 &amp; 7) are added together giving the Potential Providers total TEM score. So for the examples provided above the Potential Providers total TEM score would be: <b>66.67</b></p>
<b>Potential Providers Final Pricing Score</b>	<p>The formula to work out a Potential Providers Final Pricing score is as follows.</p> <p><b><u>PP total TEM score</u> x 55 = Potential Providers Final Pricing score</b></p> <p style="text-align: center;">100 (Max total TEM score)</p> <p>E.g.</p> <p><b><u>66.67</u> x 55 = 36.6</b></p> <p style="text-align: center;">100</p>

## **AQD2 Open Book Data**

**Please fully complete the following tabs within Attachment 3b Lot 1 Potential Provider Pricing Sheet **and/or** Attachment 3c Lot 2 Potential Provider Pricing Sheet:**

- Open Book - Mobile
- Open Book - Fixed Line
- Open Book - Data

## **AQD2 RESPONSE GUIDANCE**

Potential Providers **MUST** fully complete all three tabs **within** Attachment 3b Lot 1 Potential Provider Pricing Sheet **and/or** Attachment 3c Lot 2 Potential Provider Pricing Sheet:

- **Open Book - Mobile**
- **Open Book - Fixed Line**
- **Open Book - Data**

If the Potential Provider does not fully complete ALL the tabs listed above then they may **FAIL** this question. If a Potential Provider **FAILS** this question then they will not be considered any further for this Procurement.

The figures that the Potential Provider must base the Open Book Data scenarios on are those that have been provided in the Primary Tab of Attachment 3b Lot 1 Potential Provider Pricing Sheet **and/or** Attachment 3c Lot 2 Potential Provider Pricing Sheet.

This individual question AQD2 appears in the eSourcing Suite and requires you to make a **YES/NO** response. Please select **YES** to indicate you have fully completed all three tabs (listed above) **within** Attachment 3b Lot 1 Potential Provider Pricing Sheet **and/or** Attachment 3c Lot 2 Potential Provider Pricing Sheet.

Attachment 3b Lot 1 Potential Provider Pricing Sheet **and/or** Attachment 3c Lot 2 Potential Provider Pricing Sheet **should** already be uploaded as part of the response to AQD1. You are not required to upload them again at this question.

Potential Providers are required to provide a breakdown of their bid price (the Customer Cost Model) for the core TEM service (Primary Service 1). This information will be addressed during the negotiation stage of the tender and may change in the Final Tender. Post award the completed table will be included in the Framework Agreement and used to inform benchmarking exercises.

Marking Scheme	Evaluation Guidance
<b>PASS</b>	<p>The Potential Provider has selected <b>YES</b> to confirm that they have fully complete all three Open Data tabs within <u>Attachment 3b Lot 1 Potential Provider Pricing Sheet</u> <b>and/or</b> <u>Attachment 3c Lot 2 Potential Provider Pricing Sheet</u> and uploaded back to the eSourcing Suite once at Section D, AQD1 by clicking on the paperclip icon.</p>
<b>FAIL</b>	<p>The Potential Provider has selected <b>NO</b> to confirm that they have not fully completed all three tabs within <u>Attachment 3b Lot 1 Potential Provider Pricing Sheet</u> <b>and/or</b> <u>Attachment 3c Lot 2 Potential Provider Pricing Sheet</u> and/or uploaded back to the eSourcing Suite once at Section D AQD1 by clicking on the paperclip icon.</p> <p><b>OR</b></p> <p>The Potential Provider has selected <b>YES, BUT</b> has failed to fully complete all three Open Data tabs within <u>Attachment 3b Lot 1 Potential Provider Pricing Sheet</u> <b>and/or</b> <u>Attachment 3c Lot 2 Potential Provider Pricing Sheet</u> and/or upload back to the eSourcing Suite once at Section D AQD1 by clicking on the paperclip icon.</p> <p><b>OR</b></p> <p>The Potential Provider has failed to respond.</p>