

COLOUR LEGEND

Response Optional
Response Mandatory
Ignored During Import
Questionnaire Information

Currency:GBP

1 Technical Envelope

1.1 SECTION A - MANDATORY REQUIREMENTS

	Question	Description	Response Type	Response Guide	Response
1.1.1	AQA1	<p>Compliance with the Deliverables within Framework Schedule 1 Specification</p> <p>If you are awarded a place on the Framework, will you unreservedly deliver in full, all the relevant Deliverables for each of the Lot(s) that you have been successfully appointed as set out in Framework Schedule 1 Specification.</p> <p>This is a PASS/FAIL question. If you cannot or are unwilling to select YES to this question, you will be disqualified from further participation in this competition. You are required to select either option YES or NO from the drop down list associated with this question.</p> <p>If you select YES this means you will unreservedly deliver in full all the Mandatory Requirements as set out in Framework Schedule 1 Specification for those Lot(s) to which you are appointed.</p> <p>If you select NO (or do not answer the question) to indicate that you will not, or cannot, deliver in full all the Mandatory Requirements as set out in Framework Schedule 1 Specification you will be excluded from further participation in this competition.</p>	<p>Option List</p> <p>Yes or No</p>	<p>Select one of the Options listed in the drop down menu on the bottom right of the response box</p>	
1.1.2	AQA2	<p>Direct Award & Service Offers</p> <p>Please indicate if you intend to provide DAS Catalogue Service Offers to be available to Buyers for Direct Award in accordance with Framework Schedule 7 Call-Off Award Procedure. You are required to select either option YES or NO from the drop down list associated with this question.</p> <p>If you select YES you are confirming that you will provide DAS Catalogue Service Offers to be available to Buyers for Direct Award in accordance with Framework Schedule 7 Call-Off Award Procedure.</p> <p>If you select NO you are confirming that you will not provide DAS Catalogue Service Offers to be available to Buyers for Direct Award in accordance with Framework Schedule 7 Call-Off Award Procedure.</p>	<p>Option List</p> <p>Yes or No</p>	<p>Select one of the Options listed in the drop down menu on the bottom right of the response box</p>	

1.1.3	AQA3	<p>Direct Award & Catalogue Management</p> <p>If you have answered NO to AQA2 please select N/A. If you have answered YES to AQA2 please confirm the following;</p> <p>a.that all Catalogue content you provide to detail your Service Offer(s) will be in the format specified at Attachment 10 Minimum Catalogue Supplier Content Template; b.that all Catalogue content you provide to detail your Service Offer(s) will be within the scope of the Lot(s) to which you are appointed; c.that all Catalogue content you provide to detail your Service Offer(s) will be accurate with regard to the characteristics of the Service(s) offered and enable Buyers to make objective decisions as to whether to purchase it; d.you will honour Catalogue Service Offer pricing; e.you accept that CCS may delete content which does not comply with points a to d above</p> <p>You are required to select option YES, NO or N/A from the drop down list associated with this question.</p> <p>If you select YES you will be permitted to provide DAS Catalogue Service Offers to be available to Buyers for Direct Award in accordance with Framework Schedule 7 Call-Off Award Procedure.</p> <p>If you select NO or N/A you will not be permitted to provide DAS Catalogue Service Offers to be available to Buyers for Direct Award in accordance with Framework Schedule 7 Call-Off Award Procedure.</p>	<p>Option List</p> <p>Yes, No or N/A</p>	<p>Select one of the Options listed in the drop down menu on the bottom right of the response box</p>	
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1.2 SECTION B - GENERIC QUESTIONS					
	Question	Description	Response Type	Response Guide	Response
1.2.1	AQB1 Understanding Buyer Requirements	<p>Please tell us how you ensure that you have a comprehensive understanding of a Buyer's requirement before submitting a fully-costed proposal.</p> <p>Requirement: full understanding of a Buyer's requirement is essential for successful delivery.</p> <p>Response Guidance All bidders must answer this question and in order to satisfy the requirement, and the question associated with the requirement, you must: a)Tell us how you carry out a rigorous initial assessment of a Buyer's statement of requirement; and b)How you map the Buyers functional and non-functional requirements against the capabilities of i) the products upon which your solution would be produced, and ii) your organisation; and c)How you examine/challenge problematic individual requirements with Buyers; and d)How you construct a fully-resourced and costed proposal for the Buyer.</p> <p>Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information. Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.</p> <p>You may enter up to 2000 characters including spaces and punctuation at this question. Please use the next 3 text boxes (AQB1 continued) to enter the remainder of your answer to this question, up to a maximum of 8000 characters.</p>	Text	Enter plain text	

1.2.2	AQB1 continued	<p>Marking scheme for AQB1</p> <p>100: The bidder's response fully addresses all 4 of the component parts (a to d), of the response guidance above, illustrating that the bidder has comprehensive understanding of the component parts which provides CCS with complete confidence that the bidder is capable of successful delivery.</p> <p>50: The bidder's response addresses 3 of the 4 component parts (a to d) of the response guidance above, of the response guidance above, illustrating that the bidder has an understanding of the component parts which provides CCS with confidence that the bidder is capable of successful delivery.</p> <p>25: The bidder's response addresses 2 of the 4 component parts (a to d) of the response guidance above of the response guidance above, illustrating that the bidder has some understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery.</p> <p>0: The bidder's response addresses 1 of the 4 component parts (a-d) of the response guidance above, or has not fully addressed any of the 4 component parts (a to d) of the response guidance above. The response provides CCS with no confidence that the bidder is capable of successful delivery. OR A response has not been provided to this question.</p>	Text	Enter plain text	
1.2.3	AQB1 continued	Please continue your response to AQB1 here.	Text	Enter plain text	
1.2.4	AQB1 continued	Please continue your response to AQB1 here.	Text	Enter plain text	
1.2.5	AQB2 Technology Expertise	<p>Please demonstrate your organisation's capabilities in respect of the products upon which the solutions offered to Buyers are based.</p> <p>Requirement: successful solution delivery operations require an in-depth understanding of the products upon which proposed solutions are based.</p> <p>Response Guidance All bidders must answer this question and in order to satisfy the requirement, and the question associated with the requirement, you must: a) Explain how you develop and maintain a comprehensive understanding of the characteristics, capabilities and constraints of the main products you use as the basis for solutions offered to Buyers; and b) How you ensure adequate access to expertise from the developers of these products to help you make most effective use of the them; and c) How you ensure that you recruit and retain sufficiently skilled resource to maintain a fully effective delivery capability;</p> <p>Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information. Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.</p> <p>You may enter up to 2000 characters including spaces and punctuation at this question. Please use the next 3 text boxes (AQB2 continued) to enter the remainder of your answer to this question, up to a maximum of 8000 characters.</p>	Text	Enter plain text	

1.2.6	AQB2 continued	<p>Marking scheme for AQB2</p> <p>100: The bidder's response fully addresses all 3 of the component parts (a to c), of the response guidance above, illustrating that the bidder has comprehensive understanding of the component parts which provides CCS with complete confidence that the bidder is capable of successful delivery. .</p> <p>50: The bidder's response addresses 2 of the 3 component parts (a to c) of the response guidance above, of the response guidance above, illustrating that the bidder has an understanding of the component parts which provides CCS with confidence that the bidder is capable of successful delivery.</p> <p>25: The bidder's response addresses 1 of the 3 component parts (a to c) of the response guidance above of the response guidance above, illustrating that the bidder has some understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery.</p> <p>0: The bidder's response has not addressed any of the component parts of the response guidance above. The response provides CCS with no confidence that the bidder is capable of successful delivery. OR A response has not been provided to this question.</p>	Text	Enter plain text	
1.2.7	AQB2 continued	Please continue your response to AQB2 here.	Text	Enter plain text	
1.2.8	AQB2 continued	Please continue your response to AQB2 here.	Text	Enter plain text	
1.2.9	AQB3 Supply Chain	<p>Please demonstrate your organisation's capabilities in respect of management of subcontractors / supply chain partners.</p> <p>Requirement: successful solution delivery operations require effective management of sub-contractors/supply chain partners.</p> <p>If you do not presently intend using any subcontractors you are still required to answer this question in the context of how you would appoint and manage subcontractors in the future (if this should be required). To be clear, failure to respond to this question will result in your tender being deemed non-compliant.</p> <p>All bidders must answer this question and in order to satisfy the requirement, and the question associated with the requirement, you must: a) State whether you have a formal/documentated approach to sub-contractor management; and b) How you ensure controlled, transparent delivery of sub-contractors obligations impacting on satisfactory delivery to the Buyer c) How you manage issues/problems with sub-contractor performance in a controlled manner; d) How your delivery staff are trained in management of sub-contractors and whether there is a formal approach to training</p> <p>Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information. Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.</p> <p>You may enter up to 2000 characters including spaces and punctuation at this question. Please use the next 3 text boxes (AQB2 continued) to enter the remainder of your answer to this question, up to a maximum of 8000 characters.</p>	Text	Enter plain text	

1.2.10	AQB3 continued	<p>Marking scheme for AQB3</p> <p>100: The bidder's response fully addresses all 4 of the component parts (a to d), of the response guidance above, illustrating that the bidder has comprehensive understanding of the component parts which provides CCS with complete confidence that the bidder is capable of successful delivery.</p> <p>50: The bidder's response addresses 3 of the 4 component parts (a to d) of the response guidance above, of the response guidance above, illustrating that the bidder has an understanding of the component parts which provides CCS with confidence that the bidder is capable of successful delivery.</p> <p>25: TThe bidder's response addresses 2 of the 4 component parts (a to d) of the response guidance above of the response guidance above, illustrating that the bidder has some understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery.</p> <p>0: The bidder's response addresses 1 of the 4 component parts (a-d) of the response guidance above, or has not fully addressed any of the 4 component parts (a to d) of the response guidance above. The response provides CCS with no confidence that the bidder is capable of successful delivery. OR A response has not been provided to this question.</p>	Text	Enter plain text	
1.2.11	AQB3 continued	Please continue your response to AQB3 here.	Text	Enter plain text	
1.2.12	AQB3 continued	Please continue your response to AQB3 here.	Text	Enter plain text	
1.2.13	AQB4 Solution Support	<p>Please demonstrate your organisation's capabilities in relation to provision of support to Buyers once after a solution is in operational use.</p> <p>Requirement: effective post-implementation support plays an important role in ensuring a solution achieves the intended business objective.</p> <p>All bidders must answer this question. In order to satisfy the requirement, and the question associated with the requirement, you must:</p> <p>a) Provide a description of the support service you offer, including the service levels you offer as standard; and b) The level of resource dedicated to provision of Buyer support, the typical level of experience and expertise of the staff involved, and how you ensure they maintain the currency of their knowledge; and c) How lessons are learnt, in relation to issues arising in a product support context post-implementation, are shared i) with the Buyer community and ii) developers of the products upon which your solutions are based</p> <p>Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information. Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.</p> <p>You may enter up to 2000 characters including spaces and punctuation at this question. Please use the next 3 text boxes (AQB3 continued) to enter the remainder of your answer to this question, up to a maximum of 8000 characters.</p>	Text	Enter plain text	

1.2.14	AQB4 continued	<p>Marking scheme for AQB4</p> <p>100: The bidder's response fully addresses all 3 of the component parts (a to c), of the response guidance above, illustrating that the bidder has comprehensive understanding of the component parts which provides CCS with complete confidence that the bidder is capable of successful delivery.</p> <p>50: The bidder's response addresses 2 of the 3 component parts (a to c) of the response guidance above, of the response guidance above, illustrating that the bidder has an understanding of the component parts which provides CCS with confidence that the bidder is capable of successful delivery.</p> <p>25: The bidder's response addresses 1 of the 3 component parts (a to c) of the response guidance above of the response guidance above, illustrating that the bidder has some understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery.</p> <p>0: The bidder's response has not addressed any of the component parts of the response guidance above. The response provides CCS with no confidence that the bidder is capable of successful delivery. OR A response has not been provided to this question.</p>	Text	Enter plain text	
1.2.15	AQB4 continued	Please continue your response to AQB4 here	Text	Enter plain text	
1.2.16	AQB4 continued	Please continue your response to AQB4 here	Text	Enter plain text	

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2.1	SECTION C - PRICE
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	Note	Note Details
2.1.1	AQC1 - Maximum Percentage Margin	<p>Please complete Attachment 3 Pricing Matrix with the maximum percentage margin(s), for each of the Lot(s) being bid, that you will apply under the Framework Agreement for people, 3rd party, goods, and subcontractor cost and upload it to question AQC.</p> <p>This is a PASS / FAIL question and completion of this question is mandatory. By not recording a numerical value (percentage) for each of the Lot(s) being bid for the bidder will be disqualified from further participation in those Lot(s).</p> <p>The margins are to be based on the following definitions of costs:</p> <p>People - the cost of engaging the Bidder's personnel to deliver services, which may include: i) Base salary paid to your member of staff; ii) Employer's national insurance contributions; iii) Pension contributions; iv) Car allowances; v) Any other contractual employment benefits; vi) Staff training;</p> <p>3rd party costs - operational costs which are not included within the above, to the extent that such costs are necessary and properly incurred by the Bidder in the provision of the services</p> <p>Goods – the wholesale cost of goods sourced by the Bidder for onward supply to the Buyer (excluding any other supply chain rebates and shipping/delivery)</p> <p>Key Subcontractors - the costs of Key Subcontractors engaged to deliver services to the Buyer; i) Key Subcontractor means any third party from the list of subcontractors you gave at Attachment 7 Key Subcontractor details.</p> <p>The Authority will undertake both continuous and periodic benchmarking, if the prices offered for your services are found not be in line with your obligations described above, the Authority reserves the right to remove or suspend you from the framework agreement until the prices have been amended to comply with the clause in the framework agreement.</p> <p>Bidders should note that if you enter a maximum percentage margin of zero (0) this will be carried forward to your populated framework contact should you be successful.</p>
2.1.2	AQC1 Marking scheme	<p>PASS - You have provided details of the maximum percentage margins that will apply, in the text box provided</p> <p>FAIL - You have only partially provided the maximum percentage margins that can apply under the framework agreement OR You have not provided a response at all</p>

2.1.3	AQC2 Regional Variations	<p>Please complete Attachment 3 Pricing Matrix with the the percentage variation on day rates that you will apply under the Framework Agreement for the different regions, for each of the Lot(s) being bid, and upload it to question AQC.</p> <p>This is a PASS / FAIL question and completion of this question is mandatory. By not recording a numerical value (percentage) for each of the Lot(s) being bid for the bidder will be disqualified from further participation in those Lot(s).</p> <p>Response Guidance The percentage variations are to be based on the following regions: •England (outside of Greater London) •Scotland •Northern Ireland •Wales</p> <p>Bidders should note that if you enter a maximum percentage margin of zero (0) this will be carried forward to your populated framework agreement should you be successful.</p> <p>Marking Scheme: PASS - You have provided details of the percentage regional variation that will apply, in the text box provided</p> <p>FAIL - You have only partially provided the percentage regional variation that can apply under the framework agreement OR You have not provided a response at all</p>			
2.1.4	AQC3 Applicable Premiums	<p>Please complete Attachment 3 Pricing Matrix with the maximum percentage margin(s), for each of the Lot(s) being bid, that you will apply under the Framework Agreement for additional weekend hours, and for additional bank holiday hours and upload it to question AQC.</p> <p>This is a PASS / FAIL question and completion of this question is mandatory. By not recording a numerical value (percentage) for each of the Lot(s) being bid for the bidder will be disqualified from further participation in those Lot(s).</p> <p>Response Guidance The maximum premium percentages are to be based on the following: •premium applied to rates for additional weekend hours •premium applied to rates for additional bank holiday hours</p> <p>Bidders should note that if you enter a maximum percentage margin of zero (0) this will be carried forward to your populated framework agreement should you be successful.</p> <p>Marking Scheme: PASS - You have provided details of the maximum premium percentages that will apply, in the text box provided</p> <p>FAIL - You have only partially provided the maximum premium percentages that can apply under the framework agreement OR You have not provided a response at all</p>			
2.1.5	AQC4 Day Rates	<p>Please complete Attachment 3 Pricing Matrix with day rates, for each of the Lot(s) being bid, that you will apply under the Framework Agreement for and upload it to question AQC.</p> <p>Response Guidance Although this question is scored it is also a PASS / FAIL question. If you fail to complete prices for all rates shown in Attachment 3 pricing matrix your response will be deemed non-compliant and you will fail this question and be excluded from this procurement.</p> <p>Assuming you complete prices for all rates shown in Attachment 3 pricing matrix, you will be scored in comparison against all other compliant tenders using the formula shown in paragraph 11.9 in Attachment 2 How to Bid. This will be based on the Total Combined Price that is generated by your completion of Attachment 3 Pricing Matrix for day rates.</p> <p>You must enter a price above zero or your bid will fail. CCS will, as stated in paragraph 12.1 in Attachment 2 How to Bid, also review any prices that appear to be abnormally low.</p> <p>Marking Scheme: PASS - you have entered a price in all sections of Attachment 3 Pricing Matrix</p> <p>FAIL - you have not entered a price in all sections of Attachment 3 Pricing Matrix OR you have entered zero in any section of Attachment 3 Pricing Matrix</p> <p>AND</p> <p>If you PASS in accordance with marking scheme at this AQC4 then your prices provided will be evaluated in accordance with the scoring range below:</p> <p>0 - 100: if your Total Combined Price is the least expensive compared to other bids then you will score 100. If your Total Combined Price is the most expensive (highest) compared to other bids then you will score 0. If your bid is somewhere in between the lowest and the highest bids then you will be awarded a pro-rata mark depending upon your Total Combined Price.</p>			
	Question	Description	Response Type	Response Guide	Response
2.1.6	AQC	<p>Please complete Attachment 3 Pricing Matrix with all information required in questions AQC1, AQC2, AQC3 and AQC4 and upload it to this question.</p> <p>Please name the file [price_yourcompanyname]</p>	Attachment	The applicable attachment must be uploaded	