



Submarine
Delivery Agency

CECS, CCSM & DRUMMER Concept of Assessment (CoA)

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Executive Summary

1. Tender proposals to meet the cECS, CCSM & DRUMMER Statement of Requirement (SoR) are being sought via the Invitation To Tender (ITT) of which this COA form's part. Tenderers are being asked to respond to a structured set of criteria, set out in Appendix 1 to this COA.
2. The Criteria set addresses the key elements of the SoR and will be evaluated by a team of Subject Matter and site related experts to assess the level of confidence of each tenderer's response against the selection criteria.
3. The evaluation will seek to identify a Tender that the MOD can progress to contract based on the most economically advantageous tender using the process outlined in DEFFORM 47 and this COA.

Introduction

1. This document defines the CoA for the conduct of the cECS, CCSM & DRUMMER In Service Support (ISS) tender evaluation. The document addresses the drivers for the evaluation, the process selected and other key information which form the single source of information relating to the evaluation process for the project.
2. The purpose of this document is to enable the authority to demonstrate that the contract award decisions are made in a planned, objective, and non-discriminatory manner. Compliance with this document and the commercial/financial evaluation in section D of the DEFFORM 47 together will assist in the identification of the Most Economically Advantageous Tender (MEAT).

Evaluation Strategy

3. The evaluation strategy has been designed to:
 - a. Assess the compliance against the cECS, CCSM & DRUMMER Statement of Requirement (SoR) and provide confidence in the capability of the tenderer.
 - b. Enable the selection of a technically compliant proposal.
 - c. Deliver an auditable process.
 - d. Involve all key identified stakeholders.
 - e. Ensure clarity and fairness in the selection of a supplier.
 - f. Provide information to enable effective debriefing.
 - g. To identify issues that need to be addressed during transition.

Commercial Evaluation

4. The commercial evaluation shall assess the Tender against the Commercial Compliance Matrix at Appendix 3 to the DEFFORM 47, the price will be assessed using the weightings set out in the commercial assessment table at section 9 of this document to give the overall price score.

Technical Evaluation

5. The technical evaluation shall assess the Tender against the needs of the Statement of Requirements (SoR) using the scoring and weighting methodology set out below. The technical criteria at Appendix 1 details the evidentiary requirements to achieve a defined score.
6. Tenderers shall provide a reference identifying which section of their response corresponds to each criterion.

Statement of Requirement

7. The cECS, CCSM & DRUMMER support requirements are represented by the SoR, which describes the contractor deliverables of the resulting contract and are provided as part of the ITT to inform the total requirement.

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8. A critical part of the COA is an assessment of the tender responses against the cECS, CCSM & DRUMMER SoR to ensure that the proposals provide sufficient confidence that they are able to meet requirements, as far as reasonably possible.

Assessment Criteria

9. Criteria has been weighted as summarised in the table below. The weightings have been determined by the authority to identify the level of differentiation in the criteria and the rationale for these weightings is based on Subject Matter Experts (SME) input.

Technical Assessment		Weighting
[T1]	Contractor Logistic Support Plan	22
REDACTED UNDER FOIA SECTION 24 SAFEGUARDING NATIONAL SECURITY		
[T2]	Obsolescence Management Plan	3
[T2.1]	Obsolescence Management Process	3
[T3]	Software Support	2
[T3.1]	Software Support Plan	2
[T4]	Transition Plan	2
[T4.1]	Processes and Strategy for transition	2
[T5]	Project Management	6
[T5.1]	Project management Plan, SQEP and personnel security	3
[T5.2]	Information Assurance	3
[T6]	Quality Management Plan	2
[T6.1]	Alignment and compliance to Defence standards	2
[T7]	Acquisition Safety Environmental and Sustainability	4
[T7.1]	Safety and Environmental Management	2
[T7.2]	Sustainability	2
[T8]	Support and Test equipment, Packaging and Handling	5
[T8.1]	Support and Test Equipment Plan	1.5
[T8.2]	Supply Support Plan	2
[T8.3]	Packaging, Handling, Storage and Transition Plan	1.5
[T9]	Supplier Obligation Matrix	4
[T9.1]	Supplier Obligation Matrix	4
[T10]	Social Value	10
[T10.1]	Tackling Economic inequality	5
[T10.2]	Fighting Climate Change	2.5
[T10.3]	Equal Opportunity	2.5
Total Weighting		60

Commercial Assessment		Weighting
[C1]	Contract Core Price	29
[C2]	Tasking Rates	8
[C2.1]	Senior Engineer	2
[C2.2]	Engineer	1.8
[C2.3]	Project Manager	2.4
[C2.4]	Safety Engineer	1.8
[C3]	Profit	3
Total Weighting		40

Scoring

10. For each Technical criterion, specific scoring guidance has been identified that defines the level of confidence required from the responses to be awarded a specific score. This is also provided at Appendix 1 to this CoA to enable openness and understanding.

Lowest Acceptance Technical Score

11. Tenderers must demonstrate confidence to a minimum score of 5 in each area of the technical assessment. The purpose of this is to ensure technical confidence across all aspects of the requirement has been obtained.

Scoring Scale

12. Each Technical criterion will be assessed using a five-point confidence scale, as shown below:

Confidence Scale	General Characteristic (specific characteristics are detailed in Appendix 1)	Score
High Confidence	The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.	10
Good Confidence	The response is sufficiently detailed to demonstrate a good understanding and provides details of how the requirements will be fulfilled. There are minor gaps in the criteria that should be readily addressed with minor effort. Key risks and issues have been identified and the bidder has provided the Authority with confidence that they can be managed.	7
Confidence	The response is sufficiently detailed to demonstrate an understanding and provides details of how the requirements will be fulfilled. There are some gaps in the criteria that the Authority considers could be addressed, with effort, to deliver a satisfactory outcome. The bidder has identified a significant number of key risks and issues and provided some confidence that they can be managed.	5
Low Confidence	The response addresses some elements of the requirement but contains insufficient / limited detail or explanation to demonstrate how the requirement will be fulfilled. Several key risks and issues have not been identified and/or covered.	2
Concerns	Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.	0

Evaluation

13. The Authority shall evaluate all Tenders in a staged approach in the following order:

- (a) independent evaluation by SMEs;
- (b) Consensus and Moderation Panel

Technical Assessment

14. A team of Authority SMEs will use the criteria and scoring guidance as the basis for scoring the responses. Each criterion will be evaluated by at least two SMEs, who will have been specifically nominated by the project manager.

15. Each evaluator will undertake an independent assessment of each proposal for their nominated criteria against the agreed scoring guidance. A confidence score will then be given by each evaluator for each of their nominated criteria, with an associated rationale statement supporting the score.

16. Evaluators will award scores for the response to each question based wholly on the contents of the tender, and any associated clarifications and responses.

Commercial Assessment

17. This phase will be a formal evaluation of the prices offered and be carried out in accordance with the DEFFORM 47 (Section D).

18. The Authority shall use the overall price provided by the Tenderer as the Tender Price. The weightings for the overall price score are as defined in the Commercial assessment table at section 9 of this document.

19. Tenderers shall complete the Price Tables to enable the Authority to undertake a fair and equitable assessment of all Tenders in accordance with the Tender Principles.

20. The following provisions apply to the Pricing Tables:

- a. costs (including rates) for the Fixed Price periods are subject to Condition 49 (Variation of Price);
- b. the rates agreed between the parties shall be used to price additional work for the duration of the Contract in accordance with condition 6 (Amendments to Contract), the rates shall be Firm for years 1 to 3, and will be Fixed for years 4 and 5 subject to a value for money review;
- c. Rates are inclusive of all overheads. No other overhead costs are chargeable for the duration of the Contract;
- d. Tenderers shall provide labour rates for all Grades.

21. The evaluation will be undertaken by the Commercial team independent from the technical evaluation.

Consensus score

22. Following the completion of the technical evaluation, a Consensus and Moderation Panel shall take place where the scores and rationale statements for each criterion will be reviewed. The evaluation team will have visibility of the Tenderers proposal and the evaluator scores and rationale to inform the final consensus score. The final consensus score will be agreed by the evaluators.

23. This will be the final overall Authority score that will be used for results and reporting. This method will ensure a balanced judgment on the awarded score and concise reasoning behind that score.

List of Appendices

Appendix 1 – Selection Criteria

Appendix 1 – Selection Criteria

T1 – Integrated Logistic Support Plan

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T2 - Obsolescence Management Plan**[T2.1] Obsolescence Management Process**

Aim - To Evaluate the Tenderer's ability to generate and implement a robust Obsolescence Management Plan (OMP)

Weight - 3

As part of their plan the tenderer will be required to include in their response the following:

1. Information of the organisation and individuals that will be/are responsible for the conduct of the activities listed by the plan.
2. Risk assessment conducted to inform the approach to obsolescence management.
3. Obsolescence monitoring showing how it will be conducted. To include who will be doing the monitoring, how the monitoring will be conducted and how the results will be communicated.
4. Details on the arrangements with suppliers, specifying if these are contractual requirements or requests.
5. Details on how metrics will be used, to determine future obsolescence issues.
6. Information on how the contractor will liaise with key stakeholders, to determine obsolescence and minimise cost to the MOD.

Scoring Guidance

Confidence Scale	General Characteristic	Value
High Confidence	The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.	10
Good Confidence	The response is sufficiently detailed to demonstrate a good understanding and provides details of how the requirements will be fulfilled. There are minor gaps in the criteria that should be readily addressed with minor effort. Key risks and issues have been identified and the bidder has provided the Authority with confidence that they can be managed.	7
Confidence	The response is sufficiently detailed to demonstrate an understanding and provides details of how the requirements will be fulfilled. There are some gaps in the criteria that the Authority considers could be addressed, with effort, to deliver a satisfactory outcome. The bidder has identified a significant number of key risks and issues and provided some confidence that they can be managed.	5
Low Confidence	The response addresses some elements of the requirement but contains insufficient / limited detail or explanation to demonstrate how the requirement will be fulfilled. Several key risks and issues have not been identified and/or covered.	2
Concerns	Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.	0

T3 - Software Support**[T3.1] Software Support Plan**

Aim - The plan shall contain a description of the approach for managing software support to the supplied software packages for the cECS, CCSM & DRUMMER systems.

Weight - 2

As part of their plan the tenderer will be required to include in their response the following:

1. Support the cECS, CCSM & DRUMMER baseline in-service software.
2. Investigate and sentence cECS, CCSM & DRUMMER software defects.
3. How reports on defects will be raised to the Authority.
4. Details on software upgrades, how they will be managed and systems updated.

Scoring Guidance

Confidence Scale	General Characteristic	Value
High Confidence	The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.	10
Good Confidence	The response is sufficiently detailed to demonstrate a good understanding and provides details of how the requirements will be fulfilled. There are minor gaps in the criteria that should be readily addressed with minor effort. Key risks and issues have been identified and the bidder has provided the Authority with confidence that they can be managed.	7
Confidence	The response is sufficiently detailed to demonstrate an understanding and provides details of how the requirements will be fulfilled. There are some gaps in the criteria that the Authority considers could be addressed, with effort, to deliver a satisfactory outcome. The bidder has identified a significant number of key risks and issues and provided some confidence that they can be managed.	5
Low Confidence	The response addresses some elements of the requirement but contains insufficient / limited detail or explanation to demonstrate how the requirement will be fulfilled. Several key risks and issues have not been identified and/or covered.	2
Concerns	Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.	0

T4 - Transition Plan**[T4.1] Processes and Strategy for transition**

Aim - To Evaluate the Tenderer's processes and strategy to manage the transition of the contract from current incumbent to themselves.

Weight - 2

As part of their plan the tenderer will be required to include in their response the following:

1. Detailed Information on a transition plan to ensure that a support solution for the cECS CCSM & DRUMMER Support Capability continues upon the new contract being awarded.
2. Details on Key staff that will be engaged to support the transition process, at all relevant levels.
3. An identification of logistic requirements that they will have in place to support the transition process, including the acquisition and / or development of additional systems and / or resources.
4. Identification on the knowledge transfer requirements for the transition process, including the full range of participants and stakeholders.
5. Information on how the transition process will be met/delivered, taking into account, priorities, the potential for disruption and identifying when ownership for change initiative outputs and benefits realisation are transferred to business-as-usual.

Scoring Guidance

Confidence Scale	General Characteristic	Value
High Confidence	The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.	10
Good Confidence	The response is sufficiently detailed to demonstrate a good understanding and provides details of how the requirements will be fulfilled. There are minor gaps in the criteria that should be readily addressed with minor effort. Key risks and issues have been identified and the bidder has provided the Authority with confidence that they can be managed.	7
Confidence	The response is sufficiently detailed to demonstrate an understanding and provides details of how the requirements will be fulfilled. There are some gaps in the criteria that the Authority considers could be addressed, with effort, to deliver a satisfactory outcome. The bidder has identified a significant number of key risks and issues and provided some confidence that they can be managed.	5
Low Confidence	The response addresses some elements of the requirement but contains insufficient / limited detail or explanation to demonstrate how the requirement will be fulfilled. Several key risks and issues have not been identified and/or covered.	2
Concerns	Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.	0

T5 - Project Management**[T5.1] Project Management Plan (PMP), SQEP and personnel security**

Aim - To Evaluate the Tenderer's Project Management Plan.

Weight - 3

As part of their plan the tenderer will be required to include in their response the following:

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Scoring Guidance

Confidence Scale	General Characteristic	Value
High Confidence	The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.	10
Good Confidence	The response is sufficiently detailed to demonstrate a good understanding and provides details of how the requirements will be fulfilled. There are minor gaps in the criteria that should be readily addressed with minor effort. Key risks and issues have been identified and the bidder has provided the Authority with confidence that they can be managed.	7
Confidence	The response is sufficiently detailed to demonstrate an understanding and provides details of how the requirements will be fulfilled. There are some gaps in the criteria that the Authority considers could be addressed, with effort, to deliver a satisfactory outcome. The bidder has identified a significant number of key risks and issues and provided some confidence that they can be managed.	5
Low Confidence	The response addresses some elements of the requirement but contains insufficient / limited detail or explanation to demonstrate how the requirement will be fulfilled. Several key risks and issues have not been identified and/or covered.	2
Concerns	Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.	0

[T5.2] Information Assurance Plan

Aim - To Evaluate the Tenderer's ability to successfully implement Information Assurance

Weight - 3

As part of their plan the tenderer will be required to include in their response the following:

1. Detailed Information to demonstrate compliance against the Security Policy Framework (SPF) with specific reference to how well risks will be managed through the delivery chain as part of this process.
2. Detailed evidence on measures they will take to protect the confidentiality, availability and integrity of the information they are handling.
3. Detailed evidence and a proposed plan, that the annual review will be undertaken on security and information risk management processes.

Scoring Guidance

Confidence Scale	General Characteristic	Value
High Confidence	The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.	10
Good Confidence	The response is sufficiently detailed to demonstrate a good understanding and provides details of how the requirements will be fulfilled. There are minor gaps in the criteria that should be readily addressed with minor effort. Key risks and issues have been identified and the bidder has provided the Authority with confidence that they can be managed.	7
Confidence	The response is sufficiently detailed to demonstrate an understanding and provides details of how the requirements will be fulfilled. There are some gaps in the criteria that the Authority considers could be addressed, with effort, to deliver a satisfactory outcome. The bidder has identified a significant number of key risks and issues and provided some confidence that they can be managed.	5
Low Confidence	The response addresses some elements of the requirement but contains insufficient / limited detail or explanation to demonstrate how the requirement will be fulfilled. Several key risks and issues have not been identified and/or covered.	2
Concerns	Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.	0

T6 - Quality Management Plan**[T6.1] Compliance with AQAP 2105 NATO Requirements for Deliverable Quality Plan**

Aim - To Evaluate the Tenderer's draft Deliverable Quality Plan

Weight - 2

As part of their plan the tenderer will be required to demonstrate the following:

1. AQAP 2105 contains the NATO requirements for Deliverable Quality Plans to be used in contracts.
2. The Deliverable Quality Plan will be evaluated according to these requirements.
3. Adherence to ISO 9001:2015
4. The Deliverable Quality Plan shall specify how all contract related quality requirements shall be fulfilled.
5. Information on the following configuration management measures:
 - a. Management & Planning.
 - b. Identification and Documentation.
 - c. Change Management.
 - d. Audits
6. Information on how to manage the quality of supplies in accordance with DEF STAN 05-135, Issue 2 "Avoidance of counterfeit materiel".

Scoring Guidance

Confidence Scale	General Characteristic	Value
High Confidence	The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.	10
Good Confidence	The response is sufficiently detailed to demonstrate a good understanding and provides details of how the requirements will be fulfilled. There are minor gaps in the criteria that should be readily addressed with minor effort. Key risks and issues have been identified and the bidder has provided the Authority with confidence that they can be managed.	7
Confidence	The response is sufficiently detailed to demonstrate an understanding and provides details of how the requirements will be fulfilled. There are some gaps in the criteria that the Authority considers could be addressed, with effort, to deliver a satisfactory outcome. The bidder has identified a significant number of key risks and issues and provided some confidence that they can be managed.	5
Low Confidence	The response addresses some elements of the requirement but contains insufficient / limited detail or explanation to demonstrate how the requirement will be fulfilled. Several key risks and issues have not been identified and/or covered.	2
Concerns	Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.	0

T7 - Acquisition Safety and Environmental**[T7.1] Safety and Environmental Management Plan/Case Report**

Aim - To Evaluate the Tenderer's ability to conduct Safety and Environmental Management and safety and environmental case report (SECR)

Weight - 2

As part of their plan the tenderer will be required to include in their response the following:

1. Information on Safety Management process and demonstrate compliance with Def Stan 00-056.
2. Information Identifying civil, open or other standards, or good practice, where they are used in full or partial fulfilment of the requirements of this Standard, and document how any differences to this Standard will be resolved been provided including, Does the plan comply with the requirements of:
 - a. DefStan 00-056 compliant Safety & Environmental Management Plan.
 - b. DefStan 00-056 compliant Safety & Environmental Case Report.
 - c. DSA 01.1
 - d. DSA 02
 - e. POSMS & POEMS
3. A detailed and comprehensive SECR.

Scoring Guidance

Confidence Scale	General Characteristic	Value
High Confidence	The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.	10
Good Confidence	The response is sufficiently detailed to demonstrate a good understanding and provides details of how the requirements will be fulfilled. There are minor gaps in the criteria that should be readily addressed with minor effort. Key risks and issues have been identified and the bidder has provided the Authority with confidence that they can be managed.	7
Confidence	The response is sufficiently detailed to demonstrate an understanding and provides details of how the requirements will be fulfilled. There are some gaps in the criteria that the Authority considers could be addressed, with effort, to deliver a satisfactory outcome. The bidder has identified a significant number of key risks and issues and provided some confidence that they can be managed.	5
Low Confidence	The response addresses some elements of the requirement but contains insufficient / limited detail or explanation to demonstrate how the requirement will be fulfilled. Several key risks and issues have not been identified and/or covered.	2
Concerns	Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.	0

[T7.2] Sustainability

Aim - To Evaluate the Tenderer's ability to implement sustainability

Weight - 2

As part of their response the tenderer will be required to demonstrate the following

1. A proportionate Sustainability Assessment in accordance with the Greening Government ICT Strategy

Confidence Scale	General Characteristic	Value
High Confidence	The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.	10
Good Confidence	The response is sufficiently detailed to demonstrate a good understanding and provides details of how the requirements will be fulfilled. There are minor gaps in the criteria that should be readily addressed with minor effort. Key risks and issues have been identified and the bidder has provided the Authority with confidence that they can be managed.	7
Confidence	The response is sufficiently detailed to demonstrate an understanding and provides details of how the requirements will be fulfilled. There are some gaps in the criteria that the Authority considers could be addressed, with effort, to deliver a satisfactory outcome. The bidder has identified a significant number of key risks and issues and provided some confidence that they can be managed.	5
Low Confidence	The response addresses some elements of the requirement but contains insufficient / limited detail or explanation to demonstrate how the requirement will be fulfilled. Several key risks and issues have not been identified and/or covered.	2
Concerns	Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.	0

T8 - Support and Test Equipment, Packaging and Handling**[T8.1] Support and Test Equipment (S&TE) Plan**

Aim - To Evaluate the Tenderer's ability to describe the approach for managing the support and test equipment for the cECS, CCSM & DRUMMER to the Authority.

Weight – 1.5

As part of their plan the tenderer will be required to include in their response the following:

The plan shall contain a description of the approach for managing the support and test equipment for the cECS, CCSM & DRUMMER support project to the Authority.

The plan shall as a minimum include:

1. Address the support and test equipment required for the various levels of maintenance support.
2. Provide detail of equipment calibration requirements and support procedures for S&TE.
3. Detail the identification and the justification requirement for hand-tools, mechanical test equipment, electrical test equipment and other Special Tools. Requirement of a list detailing the support equipment required including, existing items of in-service S&TE, new items of S&TE and COTS items of S&TE.
4. Describe the procedures to be implemented during the in-service and disposal phases of the life cycle to manage the identification and development of S&TE for cECS, CCSM & DRUMMER S&TE.
5. Consideration of the need to reduce as far as practicable the necessity for S&TE to support the cECS, CCSM & DRUMMER In-Service Support contract, whilst optimizing the utilization of existing in-service S&TE.
6. Conduct analysis wherever existing in-service S&TE is found to be unsuitable or will suffer from obsolescence issues early in the life cycle, identify suitable alternatives, ensuring that the recommended considerations are considered.
7. Address the support and test equipment required for the various levels of maintenance support:
8. Identification and the justification requirement for hand-tools, mechanical test equipment, electrical test equipment and other Special Tools.

Confidence Scale	General Characteristic	Value
High Confidence	The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.	10
Good Confidence	The response is sufficiently detailed to demonstrate a good understanding and provides details of how the requirements will be fulfilled. There are minor gaps in the criteria that should be readily addressed with minor effort. Key risks and issues have been identified and the bidder has provided the Authority with confidence that they can be managed.	7
Confidence	The response is sufficiently detailed to demonstrate an understanding and provides details of how the requirements will be fulfilled. There are some gaps in the criteria that the Authority considers could be addressed, with effort, to deliver a satisfactory outcome. The bidder has identified a significant number of key	5

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	risks and issues and provided some confidence that they can be managed.	
Low Confidence	The response addresses some elements of the requirement but contains insufficient / limited detail or explanation to demonstrate how the requirement will be fulfilled. Several key risks and issues have not been identified and/or covered.	2
Concerns	Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.	0

[T8.2] Supply Support Plan

Aim - To Evaluate the Tenderer's ability to describe the approach for managing the supply support elements for the contract

Weight - 2

As part of their plan the tenderer will be required to include in their response the following:

1. Information that details the supply elements required to support the equipment such that it continues to meet the operational capability through life.
2. The necessary management information to maintain a fully optimized Supply Support solution to be operated throughout the In-Service phase.
3. Details on how spares have been identified, how the spares will be provided and delivered and how the support arrangements will be delivered through the period of the contract.
4. The objectives, organisation, policies, procedures, and schedules required for the implementation of the Support Programme.
5. Details of the supply elements required to support the equipment such that it continues to meet the operational capability, the supply elements to include, spares, repair loop, helpdesk support, logistics support and obsolescence management.
6. Identify and manage the onboard and depot spares throughout the in-service phase.

Confidence Scale	General Characteristic	Value
High Confidence	The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.	10
Good Confidence	The response is sufficiently detailed to demonstrate a good understanding and provides details of how the requirements will be fulfilled. There are minor gaps in the criteria that should be readily addressed with minor effort. Key risks and issues have been identified and the bidder has provided the Authority with confidence that they can be managed.	7
Confidence	The response is sufficiently detailed to demonstrate an understanding and provides details of how the requirements will be fulfilled. There are some gaps in the criteria that the Authority considers could be addressed, with effort, to deliver a satisfactory outcome. The bidder has identified a significant number of key risks and issues and provided some confidence that they can be managed.	5
Low Confidence	The response addresses some elements of the requirement but contains insufficient / limited detail or explanation to demonstrate how the requirement will be fulfilled. Several key risks and issues have not been identified and/or covered.	2
Concerns	Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.	0

[T8.3] Packaging, Handling, Storage and Transportation (PHS&T) Plan.

Aim - The plan shall contain a description of the approach for managing packaging, handling, storage and transportation elements for the cECS, CCSM & DRUMMER support project to the Authority.

Weight – 1.5

As part of their plan the tenderer will be required to include in their response the following:

1. Details of the approach to be taken for PHS&T of goods in relation to the in-service support of the cECS / CCSM / DRUMMER systems.
2. Provides details of the packaging, handling, storage and transportation of all spare parts that will be supplied to the Authority as part of the In-Service Support.
3. Cover ongoing supply of codified spares if directed by the Authority.

Confidence Scale	General Characteristic	Value
High Confidence	The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.	10
Good Confidence	The response is sufficiently detailed to demonstrate a good understanding and provides details of how the requirements will be fulfilled. There are minor gaps in the criteria that should be readily addressed with minor effort. Key risks and issues have been identified and the bidder has provided the Authority with confidence that they can be managed.	7
Confidence	The response is sufficiently detailed to demonstrate an understanding and provides details of how the requirements will be fulfilled. There are some gaps in the criteria that the Authority considers could be addressed, with effort, to deliver a satisfactory outcome. The bidder has identified a significant number of key risks and issues and provided some confidence that they can be managed.	5
Low Confidence	The response addresses some elements of the requirement but contains insufficient / limited detail or explanation to demonstrate how the requirement will be fulfilled. Several key risks and issues have not been identified and/or covered.	2
Concerns	Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.	0

T9 - Supplier Obligations Matrix
[T9.1] Supplier Obligations Matrix

Aim - The document shall contain a detailed summary of all supplier obligations against the Statement of Requirements for the cECS, CCSM & DRUMMER support project to the Authority. Upon Contract Award it shall be used to record and maintain all contractor obligations under the Contract.

Weight - 4

As part of their response the tenderer will be required to include the following:

1. Detailed individual lines describing separate outputs and deliverables under the Contract showing a comprehensive understanding of outputs required.
2. Completed obligation lines with details of Triggered by (event), Response Timescale (Draft), Deliverable Response Timescale, Frequency, etc.

Confidence Scale	General Characteristic	Value
High Confidence	The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.	10
Good Confidence	The response is sufficiently detailed to demonstrate a good understanding and provides details of how the requirements will be fulfilled. There are minor gaps in the criteria that should be readily addressed with minor effort. Key risks and issues have been identified and the bidder has provided the Authority with confidence that they can be managed.	7
Confidence	The response is sufficiently detailed to demonstrate an understanding and provides details of how the requirements will be fulfilled. There are some gaps in the criteria that the Authority considers could be addressed, with effort, to deliver a satisfactory outcome. The bidder has identified a significant number of key risks and issues and provided some confidence that they can be managed.	5
Low Confidence	The response addresses some elements of the requirement but contains insufficient / limited detail or explanation to demonstrate how the requirement will be fulfilled. Several key risks and issues have not been identified and/or covered.	2
Concerns	Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.	0

T10 - Social Value**[T10.1] - Tackling Economic Inequality**

Aim - Create employment and training opportunities particularly for those who face barriers to employment and/or who are located in deprived areas, and for people in industries with known skills shortages or in high growth sectors.

Weight – 5

As part of their response the tenderer will be required to include the following:

Describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome and Award Criteria. Please include:

1. Delivery and support of training schemes and programmes to address any identified skills gaps and result in recognised qualifications in relation to the contract.
2. Other activities to support relevant sector related skills growth and sustainability within the local community.
3. Delivery of apprenticeships, traineeships opportunities (Level 2, 3, and 4+) in relation to the contract.
4. Measures to ensure equality and accessibility, without discrimination, to employment and workforce related opportunities on the contract, and promote them so as to be fully accessible.

Scoring Guidance

Confidence Scale	General Characteristic	Value
High Confidence	The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.	10
Good Confidence	The response is sufficiently detailed to demonstrate a good understanding and provides details of how the requirements will be fulfilled. There are minor gaps in the criteria that should be readily addressed with minor effort. Key risks and issues have been identified and the bidder has provided the Authority with confidence that they can be managed.	7
Confidence	The response is sufficiently detailed to demonstrate an understanding and provides details of how the requirements will be fulfilled. There are some gaps in the criteria that the Authority considers could be addressed, with effort, to deliver a satisfactory outcome. The bidder has identified a significant number of key risks and issues and provided some confidence that they can be managed.	5
Low Confidence	The response addresses some elements of the requirement but contains insufficient / limited detail or explanation to demonstrate how the requirement will be fulfilled. Several key risks and issues have not been identified and/or covered.	2
Concerns	Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.	0

[T10.2] – Fighting Climate Change

Aim - Influence staff, suppliers, customers and communities through the delivery of the contract to support environmental protection and improvement.

Weighting – 2.5

As part of their response the tenderer will be required to include the following:

Describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome and Model Award Criteria. Please include:

1. Understanding of how to influence staff, suppliers, customers, communities and/or any other appropriate stakeholders through the delivery of the contract to support environmental protection and improvement.
2. Activities to reconnect people with the environment and increase awareness of ways to protect and enhance it.
3. How you will deliver environmental benefits in the performance of the contract including working towards net zero greenhouse gas emissions.

Scoring Guidance

Confidence Scale	General Characteristic	Value
High Confidence	The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.	10
Good Confidence	The response is sufficiently detailed to demonstrate a good understanding and provides details of how the requirements will be fulfilled. There are minor gaps in the criteria that should be readily addressed with minor effort. Key risks and issues have been identified and the bidder has provided the Authority with confidence that they can be managed.	7
Confidence	The response is sufficiently detailed to demonstrate an understanding and provides details of how the requirements will be fulfilled. There are some gaps in the criteria that the Authority considers could be addressed, with effort, to deliver a satisfactory outcome. The bidder has identified a significant number of key risks and issues and provided some confidence that they can be managed.	5
Low Confidence	The response addresses some elements of the requirement but contains insufficient / limited detail or explanation to demonstrate how the requirement will be fulfilled. Several key risks and issues have not been identified and/or covered.	2
Concerns	Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.	0

[T10.3] – Equal Opportunity

Aim – Demonstrate action to identify and tackle inequality in employment, skills and pay in the contract workforce.

Weighting – 2.5

As part of their response the tenderer will be required to include the following:

Describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome and Model Award Criteria. Please include:

1. Demonstrate actions to increase the representation of disabled people in the contract workforce.
2. Demonstrate actions in how you develop disabled people in developing new skills relevant to the contract, including training schemes that result in recognised qualifications.
3. Demonstrate how you support in-work progression to help people, including those from disadvantaged or minority groups, to move into higher paid work by developing new skills relevant to the contract.

Scoring Guidance

Confidence Scale	General Characteristic	Value
High Confidence	The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.	10
Good Confidence	The response is sufficiently detailed to demonstrate a good understanding and provides details of how the requirements will be fulfilled. There are minor gaps in the criteria that should be readily addressed with minor effort. Key risks and issues have been identified and the bidder has provided the Authority with confidence that they can be managed.	7
Confidence	The response is sufficiently detailed to demonstrate an understanding and provides details of how the requirements will be fulfilled. There are some gaps in the criteria that the Authority considers could be addressed, with effort, to deliver a satisfactory outcome. The bidder has identified a significant number of key risks and issues and provided some confidence that they can be managed.	5
Low Confidence	The response addresses some elements of the requirement but contains insufficient / limited detail or explanation to demonstrate how the requirement will be fulfilled. Several key risks and issues have not been identified and/or covered.	2
Concerns	Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.	0