

		Marking scheme
Section A – Mandatory service requirements		
A1	Compliance with Framework Schedule 2 (Specification)	Pass / Fail

		Marking scheme	Weighting (%)
Section B – GENERIC QUESTIONS			
B1	Public Cloud	100/75/50/25/0	30
B2	Rapid Elasticity – Virtual Instances	100/75/50/25/0	20
B3	Infrastructure Management, Business Continuity, Disaster Recovery and Data Sovereignty	100/75/50/25/0	25
B4	Engaging Services	100/0	15
B6	Corporate Social Responsibility	100/66/33/0	10

		Marking scheme
Section B – Shared Responsibility		
B5A	Shared Responsibility Model Part A	Pass / Fail
B5B	Shared Responsibility Model Part B	Information only

Section A – Mandatory service requirements

A1 Compliance with Framework Schedule 2 (Specification)

If you are awarded a framework contract, will you unreservedly deliver in full, all the mandatory service requirements as set out in Framework Schedule 2 - Specification.

Please answer 'Yes' or 'No'.

Yes - You will unreservedly deliver in full all the mandatory service requirements as set out in Framework Schedule 2 - Specification.

No - You will not, or cannot, deliver in full all the mandatory service requirements as set out in Framework Schedule 2 - Specification.

A1 Response guidance

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.

Providing a 'Yes' response means you will unreservedly deliver in full all the mandatory service requirements as set out in Framework Schedule 2 – Specification.

If you select 'No' (or do not answer the question) to indicate that you will not, or cannot, deliver in full all the mandatory service requirements as set out in Framework Schedule 2 – Specification you will be excluded from further participation in this competition.

Marking scheme	Evaluation guidance
Pass	You have selected option 'Yes' confirming that you will unreservedly deliver in full all the mandatory service requirements as set out in Framework Schedule 2 – Specification.
Fail	You have selected 'No' confirming that you will not, or cannot, deliver in full all the mandatory service requirements as set out in Framework Schedule 2 – Specification. OR You have not selected either 'Yes' or 'No'.

Section B – Generic questions

B1 – Public Cloud

Please explain how your public cloud offering meets the five essential characteristics of cloud computing as described by the National Institute of Standards and Technology (NIST).

In responding to this question, please refer to the [NIST Definition of Cloud Computing](#).

B1 - Response guidance

All bidders must answer this question.

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

In order to satisfy the requirement, and the question associated with the requirement, you must, with reference to functional and technical characteristics of each characteristic and proprietary metrics where indicated, describe how your overall public offering meets each of the following essential characteristics of cloud computing:

- a) On Demand Self Service;
- b) Broad Network Access;
- c) Resource Pooling;
- d) Rapid Elasticity (please refer to proprietary metrics in your response); and
- e) Measured Service.

Your response should be limited to, and focused on, each of the component parts of the question posed (a to e). 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.

Maximum character count = 2000 characters per text box including spaces and punctuation. Five text boxes are provided.

You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.

If your response is evaluated as scoring 0 you will be excluded from further participation in this competition.

Marking scheme 100/75/50/25/0

100

The bidder's response fully addresses all 5 of the component parts (a to e) of the response guidance above.

75	The bidder's response fully addresses 4 of the 5 component parts (a to e) of the response guidance above.
50	The bidder's response fully addresses 3 of the 5 component parts (a to e) of the response guidance above.
25	The bidder's response fully addresses 1 or 2 of the 5 component parts (a to e) of the response guidance above.
Fail	The bidder's response has not fully addressed any of the 5 component parts (a to e) of the response guidance above. OR A response has not been provided to this question.

B2 – Rapid Elasticity – Virtual Instances

Please explain concisely how you ensure that your cloud platform (and not your specific physical infrastructure) is rapidly scalable to meet high demand at short notice.

In responding to this question, please refer to the [NIST Definition of Cloud Computing](#).

B2- Response guidance

All bidders must answer this question.

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

In order to satisfy the requirement, and the question associated with the requirement, you must describe:

- a) how you monitor demand usage in real time;
- b) how you balance loading at times of peak demand;
- c) how you identify any need for additional capacity;
- d) how you rapidly provision for an increase in demand for virtual instances;
- e) how long (in minutes) it would typically take you to create and start up 1000 virtual machines; and
- f) the factors - if any - which could delay an immediate start to creating the virtual machines from the Buyer's execution of the command on the Supplier Portal and how potential delays would be mitigated against.

Your response must focus on the NIST definition of Cloud Computing. Statements of physical infrastructure are irrelevant for this question, will demonstrate a misunderstanding on the bidder's part and will not attract any marks.

Your response should be limited to, and focused on, each of the component parts of the question posed (a to f). 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.

Maximum character count = 2000 characters per text box including spaces and punctuation. Six text boxes are provided.

You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.

If your response is evaluated as scoring 0 you will be excluded from further participation in this competition.

Marking Scheme 100/75/50/25/0

Marking scheme	Evaluation criteria
100	The bidder's response fully addresses all 6 of the component parts (a to f) of the response guidance above.
75	The bidder's response fully addresses 4 or 5 of the 6 component parts (a to f) of the response guidance above.
50	The bidder's response fully addresses 2 or 3 of the 6 component parts (a to f) of the response guidance above.
25	The bidder's response fully addresses 1 of the 6 component parts (a to f) of the response guidance above.
Fail	The bidder's response has not fully addressed any of the 6 component parts (a to f) of the response guidance above OR a response has not been provided to this question.

B3 – Infrastructure Management, Business Continuity, Disaster Recovery and Data Sovereignty

Please describe concisely the methods you deploy to manage the infrastructure which underpins your platform, associated business continuity and disaster recovery measures and delivery according to Buyers' data sovereignty requirements.

B3 Response guidance

All bidders must answer this question.

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

In order to satisfy the requirement, and the question associated with the requirement, you must describe:

- a) how you ensure that you retain full control of the infrastructure which underpins your platform;
- b) how you ensure that demand never exceeds supply in terms of the data centre capacity that you are currently in control of;
- c) how, in any event outside a buyer's control, which requires data to be moved between data centres, you will ensure that:
 - you have sufficient data centre redundancy in place to host transferred buyer data; and
 - if required by the buyer, such redundancy is available within the borders of the UK; and
- d) how Buyers can control and specify the location (either within or outside the UK) using the Supplier Portal and what exceptions or restrictions apply to this level of Buyer control. Please be sure to list all services or circumstances that may cause the location to be non-region specific and/or Personal Data to flow to locations not specified by the Buyer, especially if that location is a Restricted Country. (i.e. may conflict with their stipulations around data being processed in specific locations). Please note that, if approved by CCS, this information will be included in the Order Form and that where such a scenario arises or is anticipated to arise, the Buyer will need to select the Restricted Country option in the Order Form, and Call-Off Clause 15.4.4(e) shall be complied with from the Call-Off Contract Commencement Date. It is important that you are very clear and concise with this information. This information should not attempt to replace or adjust Call-off Contract Terms and Conditions.

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.

Maximum character count = 2000 characters per text box including spaces and punctuation. Four text boxes are provided.

You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.

If your response is evaluated as scoring 0 you will be excluded from further participation in this competition.

Marking scheme 100/75/50/25/0

Marking scheme

Evaluation criteria

100	The bidder's response fully addresses all 4 of the component parts (a to d) of the response guidance above.
75	The bidder's response fully addresses 3 of the 4 component parts (a to d) of the response guidance above.
50	The bidder's response fully addresses 2 of the 4 component parts (a to d) of the response guidance above.
25	The bidder's response fully addresses 1 of the 4 component parts (a to d) of the response guidance above.
Fail	The bidder's response has not fully addressed any of the 4 component parts (a to d) of the response guidance above OR a response has not been provided to this question.

B4 – Engaging Services

Please concisely describe your Service Request mechanism, defined in the Framework Agreement as “a request for Services submitted by or on behalf of the Buyer and/or any Buyer User via the Supplier Portal in accordance with the procedure for requesting Services set out in the Order Form”.

Please note, your response to this question will form your Service Request mechanism and will be set out in Order Forms placed under this Framework Contract if you are successful.

B4 - Response guidance

All bidders must answer this question.

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

In order to satisfy the requirement, and the question associated with the requirement, you must describe the process which a Buyer user would follow to amend, cancel or add new services using your Supplier Portal, once an Order Form has been executed and Call-Off Contract entered into.

This process (known as the Service Request mechanism) must comply with the On-Demand self-service characteristic of the [NIST Definition of Cloud Computing](#), which says “a consumer can unilaterally provision computing capabilities, such as server time and network storage, as needed automatically without requiring human interaction with each service provider”.

Your response should be limited to, and focused on the question posed. 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.

Maximum character count = 2000 characters per text box including spaces and punctuation. One text box is provided.

You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.

If your response is evaluated as scoring 0 you will be excluded from further participation in this competition.

Marking scheme 100/0

Marking scheme	Evaluation criteria
100	The bidder's response fully addresses the requirement contained in the response guidance above.
0	The bidder's response has not addressed the requirement contained in the response guidance above. OR a response has not been provided to this question.

B5A – Shared Responsibility Model Part A

Please provide your established Shared Responsibility Model for managing security in the cloud.

B5A - Response guidance

All bidders must answer this question.

In order to satisfy the requirement, you must provide an attachment containing your shared responsibility model. A shared responsibility model is a cloud security framework that dictates the security obligations of a cloud computing provider and its users to ensure accountability.

Your attachment must be limited to 1 page. You may include diagrams and tables.

Please attend to layout, spelling, punctuation and grammar.

Please be advised that the information you provide in response to this question may be used by Buyers to evaluate your solution at Call Off.

One attachment is permitted to this question.

If your response is evaluated as 'Fail' you will be excluded from further participation in this competition.

Marking scheme Pass/Fail

Marking scheme	Evaluation criteria
Pass	You have attached your Shared Responsibility Model to this question.
Fail	You have not attached your Shared Responsibility Model to this question, OR You have attached something other than your Shared Responsibility Model to this question.

B5B – Shared Responsibility Model Part B

Please provide concise explanatory information to support your shared responsibility model and explain how it enables Buyers to manage their security as per NCSC's [guidance](#) on managing responsibility on Infrastructure as a Service (IaaS).

B5B - Response guidance

All bidders must answer this question.

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

In order to satisfy the requirement, and the question associated with the requirement, you must provide concise explanatory information to support your Shared Responsibility Model, explaining how it enables Buyers to manage their security as per the NCSC's [guidance](#) on managing responsibility on Infrastructure as a Service (IaaS).

Please note, your response to this question will be published on the catalogue.

Your response should be limited to, and focused on, the question posed. You must not make generalised statements or give irrelevant information.

Please attend to layout, spelling, punctuation and grammar.

Maximum character count = 2000 characters per text box including spaces and punctuation. One text box is provided.

You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question. Please be advised that the information you provide in response to this question may be used by Buyers to evaluate your solution at Call Off.

Marking scheme – N/A. This question is for information only.

B6 – Corporate Social Responsibility

We wish to enable central government and wider public sector contracting authorities to purchase services that deliver wider benefits to people, the environment and the economy, or social value.

The social value priority themes for this requirement are:

- Fighting climate change
- Tackling economic inequality
- Equal opportunity

Please describe the measures you will take to support and enable us in achieving this aim and deliver against the 3 social value priorities..

B6 - Response guidance

All bidders must answer this question.

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

- a) Fighting climate change addresses the policy outcome of effective stewardship of the environment. Tell us how you will demonstrate this.

In your response, you must state whether you:

- are actively procuring or producing renewable electricity for the data centers to be used under this commercial agreement
- have a publicly stated target regarding the use of renewable energy to power your data center(s) and when do you expect to achieve this target
- have publicly stated goals for the efficiency of the data center(s) that will provide cloud service(s) under this commercial agreement
- comply with the EU Code of Conduct for Data Centres
- able to track, calculate and publicly report the Greenhouse Gas emissions and/or energy use of your data center(s), and can extrapolate that information to the cloud service(s) being procured.
- have a procurement, property management, and/or recycling policy(ies) in place that requires the IT equipment used in the data center(s) providing cloud service(s) under this commercial agreement to be reused or recycled at end-of-life

- have a publicly stated target regarding the percentage of the total number of data centre equipment used to provide service(s) under this contract is reused or recycled and if so, when you expect to achieve this target
- have a publicly stated target regarding your electronic-waste-to-landfill percentage for the volume of data centre equipment used to provide the cloud services under this commercial agreement and if so, when you expect to achieve this target

b) Tackling economic inequality

Tackling economic inequality addresses the policy outcome of increasing supply chain resilience and capacity. Tell us how you will demonstrate this.

In your response, you must identify how you will do this, such as the following list of activities where they apply to you:

- create a diverse supply chain to deliver the service including new businesses and entrepreneurs, start-ups, SMEs, VCSEs and mutuals
- support innovation and disruptive technologies throughout the supply chain to deliver lower cost and/or higher quality goods and services
- support the development of scalable and future-proofed new methods to modernise delivery and increase productivity
- demonstrate collaboration throughout the supply chain, and a fair and responsible approach to working with supply chain partners in delivery of the contract
- demonstrate action to identify and manage cyber security risks in the delivery of the contract including in the supply chain
- influence staff, suppliers, customers and communities through the delivery of the contract to support resilience and capacity in the supply chain

c) Equal opportunity

Equal opportunity addresses the policy outcome of tackling workforce inequality. Tell us how you will demonstrate this.

In your response, you must identify how you will do this, such as the following list of activities where they apply to you:

- demonstrate action to identify and manage the risks of modern slavery in the delivery of the services, including in the supply chain, to include the processes and procedures used to support the elimination of Modern Slavery, even if your organisation isn't covered by the Modern Slavery Act 2015
- demonstrate action to identify and tackle inequality in employment, skills and pay in the workforce
- demonstrate action to increase the representation of disabled people in the workforce
- support disabled people in developing new skills relevant to delivering the services, including through training schemes that result in recognised qualifications
- 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 services
- create employment opportunities particularly for those who face barriers to employment and/or who are located in deprived areas

- create employment and training opportunities, particularly for people in industries with known skills shortages or in high growth sectors

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.

Maximum character count = 2000 characters per text box, including spaces and punctuation. Three text boxes are provided.

You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.

If your response is evaluated as scoring 0 you will be excluded from further participation in this competition.

Marking scheme 100/66/33/0

Marking scheme	Evaluation criteria
100	The bidder's response fully addresses all 3 of the component parts (a to c) of the response guidance above.
66	The bidder's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above.
33	The bidder's response fully addresses 1 of the 3 component parts (a to c) of the response guidance above.
Fail	The bidder's response has not fully addressed any of the 3 component parts (a to c) of the response guidance above. OR a response has not been provided to this question.

B7 – Supplier General Terms

Please submit/attach the documents listed below (the Supplier General Terms, as defined within Call-Off Schedule 1).

- Acceptable Use Policy (to become Order Form Attachment 7 - No URLs)
- Data Processing Agreement (to become Order Form Attachment 8 - No URLs)

B7 - Response guidance

All bidders must answer this question.

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

In submitting your relevant documents please note the following:

- These will form the baseline versions of each document for Supplier specific Order Form templates and any revisions will be subject to the Variation Procedure.
- The documents' position within the stated order of precedence at Call-Off Clause 2.2, also that we will review the proposed content for appropriateness prior to its incorporation into template Order Forms
- CCS will require the Supplier Service Specific Terms (as defined within Call-Off Schedule 1 and acceptable to be) from the successful Suppliers upon award of a Framework Agreement in order to further populate the template Order Form and Catalogue.
- An Acceptable Use Policy (AUP) and Data Processing Agreement (DPA) are both considered to be fundamental requirements of cloud service provision - If you do not have either or both of an AUP or DPA then you are required to upload a document in its/their place with a clear and concise explanation describing how you address these elements.

Marking scheme Pass/Fail

Marking scheme	Evaluation criteria
Pass	You have attached your Supplier General Terms to this question, or satisfactorily explained why you do not have any applicable Supplier General Terms.
Fail	You have not attached your Supplier General Terms to this question, OR

	<p>You have attached something other than your Supplier General Terms to this question.</p>
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