

**AWARD QUESTIONNAIRE RESPONSE GUIDANCE, EVALUATION AND MARKING SCHEME**

**TECHNOLOGY SERVICES 3**

**REFERENCE NUMBER**

**RM6100**

**ATTACHMENT 2D**

**INTRODUCTION**

* 1. This document provides an overview of the methodology which will be adopted by the Authority to evaluate your response to each question set out within the award questionnaire. It also sets out the marking scheme which will apply. For the avoidance of doubt, references to “you” in this document shall be references to the bidder.
  2. The defined terms used in the Framework Schedule 1 (Definitions) shall apply to this document.

1. **OVERVIEW**
   1. The award questionnaire is broken down into the following sections:

SECTION A – MANDATORY QUESTIONS

SECTION B – LOT SPECIFIC QUESTIONS

SECTION C – COMMERCIAL PRICING

* 1. If you fail to provide a response to any applicable question of the award questionnaire, your Tender may be deemed to be non-compliant. If a Tender is deemed to be non-compliant, the Tender will be rejected and excluded from further participation in this Procurement.
  2. Please ensure you fully read the question AND response guidance AND marking scheme before forming your response.
  3. Please refer to Paragraph 12 Final Decision to Award in Attachment 2 How to Bid for a worked example of how your overall score for quality and price will be calculated for each Lot.

A summary of all the questions contained within the award questionnaire, along with the marking scheme and maximum score available for each question is set out below:

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| **Section** | | **Question Type** | **Marking Scheme** | **Question Weighting** |
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| **SECTION A – ALL LOTS - MANDATORY QUESTIONS** | | | |  |
| AQA1 | Project Management | Text Box | 100/66/33/0 | All Lots excluding Lot 4 - 25%  Lot 4 – 15% |
| AQA2 | Buyer Satisfaction | Text Box | 100/66/33/0 | All Lots excluding Lot 4 - 25%  Lot 4 – 15% |
| AQA3 | Social Value / Policy fit | Text Box | Pass / Fail | N/A |
| AQA4 | Compliance with Framework | Option List | Pass / Fail | N/A |

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| **Section** | | **Question Type** | **Marking Scheme** | **Question Weighting** |
| **SECTION B – LOT SPECIFIC QUESTIONS** | | | |  |
| AQB1 | Design to Gov and Buyer Tech Policies  **If you are bidding for Lots 1, 4 or 5 you have to answer this question.** | Text Box | 100/66/33/0 | Lot 1 - 50%  Lot 4 – 10%  Lot 5 – 25% |
| AQB2 | Service Transition  **If you are bidding for Lots 2 or 4 you have to answer this question.** | Text Box | 100/66/33/0 | Lot 2 - 50%  Lot 4 – 10% |
| AQB3 | Service Continuity  **If you are bidding for Lots 3a, 3b, 3c, 3d or 4 you have to answer this question.** | Text Box | 100/66/33/0 | Lot 3a – 25%  Lot 3b - 25%  Lot 3c – 25%  Lot 3d – 25%  Lot 4 – 10% |
| AQB3a | End User Device Services  **If you are bidding for Lots 3a or 4 you have to answer this question.** | Text Box | 100/75/50/25/0 | Lot 3a - 25%  Lot 4 - 10% |
| AQB3b | Operational Management Services  **If you are bidding for Lots 3b or 4 you have to answer this question.** | Text Box | 100/75/50/25/0 | Lot 3b - 25%  Lot 4 – 10% |
| AQB3c | Technical Management Services  **If you are bidding for Lots 3c or 4 you have to answer this question.** | Text Box | 100/75/50/25/0 | Lot 3c - 25%  Lot 4 – 10% |
| AQB3d | Application and Data Management Services  **If you are bidding for Lots 3d or 4 you have to answer this question**. | Text Box | 100/75/50/25/0 | Lot 3d - 25%  Lot 4 – 10% |
| AQB5 | Working with other Suppliers  **If you are bidding for Lot 5 you have to answer this question.** | Text Box | 100/75/50/25/0 | Lot 5 - 25% |

***Questions applicable to Lots:***

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| **Question** | **Lot 1** | **Lot 2** |
| AQA1 - Project Management | X | X |
| AQA2 - Buyer Satisfaction | X | X |
| AQB1 - Design to Gov and Buyer Tech Policies | X |  |
| AQB2 - Service Transition |  | X |
| AQA3 - Social Value / Policy fit | X | X |
| AQA4 – Compliance with Framework | X | X |

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| **Question** | **Lot 3a** | **Lot 3b** | **Lot 3c** | **Lot 3d** | **Lot 4** |
| AQA1 - Project Management | X | X | X | X | X |
| AQA2 - Buyer Satisfaction | X | X | X | X | X |
| AQB1 - Design to Gov and Buyer Tech Policies |  |  |  |  | X |
| AQB2 - Service Transition |  |  |  |  | X |
| AQB3 - Service Continuity | X | X | X | X | X |
| AQB3a - End User Device Services | X |  |  |  | X |
| AQB3b - Operational Management Services |  | X |  |  | X |
| AQB3c - Technical Management Services |  |  | X |  | X |
| AQB3d - Application and Data Management Services |  |  |  | X | X |
| AQA3 - Social Value / Policy fit | X | X | X | X | X |
| AQA4 – Compliance with Framework | X | X | X | X | X |

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| **Question** | **Lot 5** |
| AQA1 - Project Management | X |
| AQA2 - Buyer Satisfaction | X |
| AQB1 - Design to Gov and Buyer Tech Policies | X |
| AQB5 - Working with other suppliers | X |
| AQA3 - Social Value / Policy fit | X |
| AQA4 – Compliance with Framework | X |

**SECTION A – MANDATORY QUESTIONS**

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| **AQA1 Project Management - All Lots**  Please describe in detail how you will successfully manage projects for the Buyer. |
| **AQA1 Response Guidance**  This question seeks to understand the Bidders' Project Management processes to ensure projects are managed well and focussed on delivering for the Buyer:  Your response must clearly demonstrate;  i) Your approach to managing projects and how they ensure that they aligned to Buyers strategies.  ii) How you will deliver strong project governance (including Risk Management and Issues).  iii) How outcomes will be delivered within Buyers budget and resource constraints.  Maximum character count for the response – 6000 characters including spaces and punctuation (within the eSourcing Tool please submit your response in the three 2000 character texts boxes available for this question). Please note this character count cannot be exceeded within the eSourcing Tool. Responses must include spaces between words.  Bidders must refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.  You may include sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (1 to 3) you are responding to. |

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| **AQA1 Marking Scheme** | **Evaluation Guidance** |
| 100 | The Bidders response fully addresses all 3 of the component parts (1 to 3), of the response guidance above, demonstrating that the Bidder can successfully manage projects for the Buyer and provides CCS with complete confidence that the Bidder is capable of successful delivery. |
| 66 | The Bidders response fully addresses 2 of the 3 component parts (1 to 3), of the response guidance above, demonstrating that the Bidder can successfully manage projects for the Buyer and provides CCS with some confidence that the Bidder is capable of successful delivery. |
| 33 | The Bidders response fully addresses 1 of the 3 component parts (1 to 3), of the response guidance above, demonstrating only a partial ability that the Bidder can successfully manage projects for the Buyer and provides CCS with little confidence that the Bidder is capable of successful delivery. |
| 0 | The Bidders response has not fully addressed any of the 3 component parts (1 to 3) of the response guidance above, providing CCS with no confidence that the Bidder is capable of successful delivery  OR  A response has not been provided for this question.  Please note that if you are awarded a score of zero for this question you will be deemed to have failed the procurement as a whole and we will reject your bid and you will be excluded from the competition. |

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| **AQA2 Buyer Satisfaction - All Lots**  Please evidence how as part of your service delivery to the Buyer you will ensure high levels of Buyer satisfaction. |
| **AQA2 Response Guidance**  This question seeks to understand the Bidders' processes to deliver and maintain a high quality Buyer experience.  Your response must clearly demonstrate:  i) How you will agree appropriate service levels in line with Buyer expectations, ensuring that they are measured and reported using Key Performance Indicators.  ii) How you will ensure there is consistent Buyer relationship management.  iii) How you will ensure that continuous improvement processes occur between yourself and the Buyer.  Maximum character count for the response – 6000 characters including spaces and punctuation (within the eSourcing Tool please submit your response in the three 2000 character texts boxes available for this question). Please note this character count cannot be exceeded within the eSourcing Tool. Responses must include spaces between words.  Bidders must refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.  You may include sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (1 to 3) you are responding to. |

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| **AQA2 Marking Scheme** | **Evaluation Guidance** |
| 100 | The Bidders response fully addresses all 3 of the component parts (1 to 3), of the response guidance above, demonstrating that the Bidder can ensure high levels of Buyer satisfaction and provides CCS with complete confidence that the Bidder is capable of successful delivery. |
| 66 | The Bidders response fully addresses 2 of the 3 component parts (1 to 3), of the response guidance above, demonstrating that the Bidder can ensure high levels of Buyer satisfaction and provides CCS with some confidence that the Bidder is capable of successful delivery. |
| 33 | The Bidders response fully addresses 1 of the 3 component parts (1 to 3), of the response guidance above, demonstrating only a partial ability that the Bidder can ensure high levels of Buyer satisfaction and provides CCS with little confidence that the Bidder is capable of successful delivery. |
| 0 | The Bidders response has not fully addressed any of the 3 component parts (1 to 3) of the response guidance above, providing CCS with no confidence that the Bidder is capable of successful delivery  OR  A response has not been provided for this question.  Please note that if you are awarded a score of zero for this question you will be deemed to have failed the procurement as a whole and we will reject your bid and you will be excluded from the competition. |

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| **AQA3 Social Value / Policy Fit - All Lots (Pass/Fail)**  Describe in detail any Services supplied by your organisation or a Subcontractor, describe how you will deliver Social Values. |
| **AQA3 Response Guidance**  This question seeks to understand the Bidders' processes in relation to Social Values and Policies.  Your response must clearly demonstrate:  i) 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.  ii) What roadmap will you undertake to support environmental sustainability.  iii) How you support localisation within the delivery of services.  Maximum character count for the response – 6000 characters including spaces and punctuation (within the eSourcing Tool please submit your response in the three 2000 character texts boxes available for this question). Please note this character count cannot be exceeded within the eSourcing Tool. Responses must include spaces between words.  Bidders must refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.  You may include sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (1 to 3) you are responding to.  Please note that your response must be drafted so that it can be inserted into Schedule 2 (Services and Key Performance Indicators) Section 2 - Specification under the heading of Buyer Specific Social Value Requirements.  This question will not be scored. |

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| **AQA3 Marking Scheme** | **Evaluation Guidance** |
| Pass | The Bidder has provided a valid response to the question. The Bidder has demonstrated what is required by addressing all component parts of the response guidance above. |
| Fail | The Bidder has not provided a valid response to this question. The Bidder has not demonstrated what is required and has not addressed all component parts of the response guidance above  OR  A response has not been provided for this question.  Please note that if you are awarded a ‘fail’ for this question you will be deemed to have failed the procurement as a whole and we will reject your bid and you will be excluded from the competition. |

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| **AQA4** **Compliance with Framework**  If you are awarded a Framework Agreement for any of the Lots you are bidding for, will you deliver at least one of the service requirements in full as set out in Framework Schedule 2 (Services & Key Performance Indicators) Part A Section 2? | |
| **AQA4 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 deliver at least one of the service requirements in full as set out in Framework Schedule 2 (Services & Key Performance Indicators) Part A Section 2 for the Lot(s) that you are bidding for.  If you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, deliver at least one of the service requirements in full as set out in Framework Schedule 2 (Services & Key Performance Indicators) Part A Section 2 you will be excluded from further participation in this competition.  This question will not be scored. | |
| **AQA4 Marking Scheme** | **Marking Scheme** |
| Pass | You have selected option ‘Yes’ confirming that you will deliver at least one of the of the Service requirements in full as set out in Framework Schedule 2 (Services & Key Performance Indicators) Part A Section 2 for the Lot(s) that you are bidding for. |
| Fail | You have selected option ‘No’ confirming that you will not, or cannot, deliver at least one of the Service requirements in full as set out in Framework Schedule 2 (Services & Key Performance Indicators) Part A Section 2 for the Lot(s) that you are bidding for. |

**SECTION B – LOT SPECIFIC QUESTIONS**

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| **AQB1 Design to Government and Buyer Technology Policies – Lots 1, 4 and 5**  Please explain in detail how you will ensure that Service designs will meet both Buyer technical Policies and appropriate Government Policies:  <https://www.gov.uk/government/publications/open-standards-principles> |
| **AQB1 Response Guidance**  This question seeks to understand the Bidders' processes to ensure Service design is aligned with Government and Buyer Technology Policies.  Your response must clearly demonstrate:  i) How you will adhere to Buyer technology Policies and procedures.  ii) How you will identify relevant Government technology Policies and procedures that will apply to the Buyer.  iii) How these findings will factor into the proposed service design.  Maximum character count for the response – 6000 characters including spaces and punctuation (within the eSourcing Tool please submit your response in the three 2000 character texts boxes available for this question). Please note this character count cannot be exceeded within the eSourcing Tool. Responses must include spaces between words.  Bidders must refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.  You may include sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (1 to 3) you are responding to. |

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| **AQB1 Marking Scheme** | **Evaluation Guidance** |
| 100 | The Bidders response fully addresses all 3 of the component parts (1 to 3), of the response guidance above, demonstrating that the Bidder ensures Service design is aligned with Government and Buyer Technology Policies and provides CCS with complete confidence that the Bidder is capable of successful delivery. |
| 66 | The Bidders response fully addresses 2 of the 3 component parts (1 to 3), of the response guidance above, demonstrating that the Bidder ensures Service design is aligned with Government and Buyer Technology Policies and provides CCS with some confidence that the Bidder is capable of successful delivery. |
| 33 | The Bidders response fully addresses 1 of the 3 component parts (1 to 3), of the response guidance above, demonstrating only a partial ability that the Bidder ensures Service design is aligned with Government and Buyer Technology Policies and provides CCS with little confidence that the Bidder is capable of successful delivery. |
| 0 | The Bidders response has not fully addressed any of the 3 component parts (1 to 3) of the response guidance above, providing CCS with no confidence that the Bidder is capable of successful delivery  OR  A response has not been provided for this question.  Please note that if you are awarded a score of zero for this question you will be excluded from the competition for Lots 1, 4 and 5. |

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| **AQB2 Service Transition – Lots 2 and 4**  Please explain in detail how you will ensure Buyers’ maintain continuity of services during transition and transformation. |
| **AQB2 Response Guidance**  This question seeks to understand the Bidders' processes for transitioning Services without disrupting Buyers current “as is” Service state as set out in Framework Schedule 2 (Services and Key Performance Indicators) Section 2 - Specification, paragraph 2.5.  Your response must clearly demonstrate:  i) How unexpected incidents will be monitored and managed effectively.  ii) How activities around planning (including risk management aligned with Buyer risk appetite), testing, and transition to new services will be managed effectively.  iii) What post transition and transformation activities will occur.  Maximum character count for the response – 6000 characters including spaces and punctuation (within the eSourcing Tool please submit your response in the three 2000 character texts boxes available for this question). Please note this character count cannot be exceeded within the eSourcing Tool. Responses must include spaces between words.  Bidders must refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.  You may include sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (1 to 3) you are responding to. |

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| **AQB2 Marking Scheme** | **Evaluation Guidance** |
| 100 | The Bidders response fully addresses all 3 of the component parts (1 to 3), of the response guidance above, demonstrating that the Bidder ensures Buyers’ maintain continuity of services during transition and transformation and provides CCS with complete confidence that the Bidder is capable of successful delivery. |
| 66 | The Bidders response fully addresses 2 of the 3 component parts (1 to 3), of the response guidance above, demonstrating that the Bidder ensures Buyers’ maintain continuity of services during transition and transformation and provides CCS with some confidence that the Bidder is capable of successful delivery. |
| 33 | The Bidders response fully addresses 1 of the 3 component parts (1 to 3), of the response guidance above, demonstrating only a partial ability that the Bidder ensures Buyers’ maintain continuity of services during transition and transformation and provides CCS with little confidence that the Bidder is capable of successful delivery. |
| 0 | The Bidders response has not fully addressed any of the 3 component parts (1 to 3) of the response guidance above, providing CCS with no confidence that the Bidder is capable of successful delivery  OR  A response has not been provided for this question.  Please note that if you are awarded a score of zero for this question you will be excluded from the competition for this Lot. |

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| **AQB3 Service Continuity - Lots 3a, 3b, 3c, 3d & Lot 4**  Please explain in detail how you will ensure Buyers maintain continuity of services during critical incidents. |
| **AQB3 Response Guidance**  This question seeks to understand the Bidders' processes to ensure service continuity in the event of a critical incident.  Your response must clearly demonstrate:  i) How resilience will be built into services including what testing will occur to verify it.  ii) If a major incident occurs what processes and procedures will ensure service continuity.  iii) What post major incident activities will occur.  Maximum character count for the response – 6000 characters including spaces and punctuation (within the eSourcing Tool please submit your response in the three 2000 character texts boxes available for this question). Please note this character count cannot be exceeded within the eSourcing Tool. Responses must include spaces between words.  Bidders must refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.  You may include sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (1 to 3) you are responding to. |

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| **AQB3 Marking Scheme** | **Evaluation Guidance** |
| 100 | The Bidders response fully addresses all 3 of the component parts (1 to 3), of the response guidance above, demonstrating that the Bidder ensures service continuity in the event of a critical incident and provides CCS with complete confidence that the Bidder is capable of successful delivery. |
| 66 | The Bidders response fully addresses 2 of the 3 component parts (1 to 3), of the response guidance above, demonstrating that the Bidder ensures service continuity in the event of a critical incident and provides CCS with some confidence that the Bidder is capable of successful delivery. |
| 33 | The Bidders response fully addresses 1 of the 3 component parts (1 to 3), of the response guidance above, demonstrating only a partial ability that the Bidder ensures service continuity in the event of a critical incident and provides CCS with little confidence that the Bidder is capable of successful delivery. |
| 0 | The Bidders response has not fully addressed any of the 3 component parts (1 to 3) of the response guidance above, providing CCS with no confidence that the Bidder is capable of successful delivery  OR  A response has not been provided for this question.  Please note that if you are awarded a score of zero for this question you will be excluded from the competition for Lots 3a, 3b, 3c and 3d. |

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| **AQB3a End User Services - Lot 3a & Lot 4**  Please explain in detail how you will deliver full End User Services to Buyers. |
| **AQB3a Response Guidance**  This question seeks to understand the bidders' processes for dealing with Buyer End User Services requirements, as set out in Framework Schedule 2 (Services and Key Performance Indicators) Section 2 - Specification, paragraph 2.6.3 and 2.6.4.  Your response must clearly demonstrate:  i) How you will seek to understand the Buyer’s existing End User Services and future technology strategy.  ii) How you will select and propose End User Services that will meet the Buyers’ needs.  iii) How you will ensure you have the necessary skills and knowledge available to provide End User Services for planning, delivering and installing an End User Service through effective recruitment and retention policies or use of 3rd parties where necessary.  iv) How you will ensure you have the necessary skills and knowledge for ongoing management and support of a Buyer's End User Services through effective recruitment and retention policies or use of 3rd parties where necessary.  v) How you will ensure that the [sustainable technology strategy 2020](https://www.gov.uk/government/collections/ict-strategy-resources#greening-government-ict) is considered for goods deployed and any relevant minimum energy efficiency targets are met.  Maximum character count for the response – 10000 characters including spaces and punctuation (within the eSourcing Tool please submit your response in the five 2000 character texts boxes available for each of the component parts to this question). Please note this character count cannot be exceeded within the eSourcing Tool.  Responses must include spaces between words. Bidders should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.  You may include sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (i to v) you are responding to. |

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| **AQB3a Marking Scheme** | **Evaluation Guidance** |
| 100 | The Bidders response fully addresses all 5 of the component parts (1 to 5), of the response guidance above, demonstrating that the Bidder can deliver full End User Services to Buyers and provides CCS with complete confidence that the Bidder is capable of successful delivery. |
| 75 | The Bidders response fully addresses 4 of the 5 component parts (1 to 5), of the response guidance above, demonstrating that the Bidder can deliver full End User Services to Buyers and provides CCS with confidence that the Bidder is capable of successful delivery. |
| 50 | The Bidders response fully addresses 3 of the 5 component parts (1 to 5), of the response guidance above, demonstrating that the Bidder can deliver full End User Services to Buyers and provides CCS with some confidence that the Bidder is capable of successful delivery. |
| 25 | The Bidders response fully addresses 2 of the 5 component parts (1 to 5), of the response guidance above, demonstrating only a partial ability that the Bidder can deliver full End User Services to Buyers and provides CCS with little confidence that the Bidder is capable of successful delivery. |
| 0 | The Bidders response fully addresses 1 of the 5 component parts (1 to 5), of the response guidance above, demonstrating only a very limited ability that the Bidder can deliver full End User Services to Buyers and provides CCS with no confidence that the Bidder is capable of successful delivery  OR  The Bidders response has not fully addressed any of the component parts (1 to 5) of the response guidance above. The response fails to demonstrate how the Bidder will deliver full End User Services to Buyers. The response provides CCS with no confidence that the bidder is capable of successful delivery  OR  A response has not been provided for this question.  Please note that if you are awarded a score of zero for this question you will be excluded from the competition for this Lot. |

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| **AQB3b Operational Management Services - Lot 3b & Lot 4**  Please explain in detail how you will deliver Operational Management Services to Buyers. |
| **AQB3b Response Guidance**  This question seeks to understand the bidders' processes for dealing with Operational Management Services requirements, as set out in Framework Schedule 2 (Services and Key Performance Indicators) Section 2 - Specification, paragraph 2.6.5 and 2.6.6.  Your response must clearly demonstrate:  i) How you will seek to understand the Buyer’s existing Operational Management Services and future technology strategy.  ii) How you will select and propose Operational Management Services that will meet the Buyers’ needs.  iii) How you will ensure you have the necessary skills and knowledge available to provide Operational Management Services for planning, delivering and installing an Operational Management Service through effective recruitment and retention policies or use of 3rd parties where necessary.  iv) How you will ensure you have the necessary skills and knowledge for ongoing management and support of a Buyers Operational Management Services through effective recruitment and retention policies or use of 3rd parties where necessary.  v) How you will ensure that the Government's [sustainable technology strategy 2020](https://www.gov.uk/government/collections/ict-strategy-resources#greening-government-ict) is considered for goods deployed and any relevant minimum energy efficiency targets are met.  Maximum character count for the response – 10000 characters including spaces and punctuation (within the eSourcing Tool please submit your response in the five 2000 character texts boxes available for this question). Please note this character count cannot be exceeded within the eSourcing Tool.  Responses must include spaces between words. Bidders should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.  You may include sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (i to v) you are responding to. |

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| **AQB3b Marking Scheme** | **Evaluation Guidance** |
| 100 | The Bidders response fully addresses all 5 of the component parts (1 to 5), of the response guidance above, demonstrating that the Bidder can deliver Operational Management Services to Buyers and provides CCS with complete confidence that the Bidder is capable of successful delivery. |
| 75 | The Bidders response fully addresses 4 of the 5 component parts (1 to 5), of the response guidance above, demonstrating that the Bidder can deliver Operational Management Services to Buyers and provides CCS with confidence that the Bidder is capable of successful delivery. |
| 50 | The Bidders response fully addresses 3 of the 5 component parts (1 to 5), of the response guidance above, demonstrating that the Bidder can deliver Operational Management Services to Buyers and provides CCS with some confidence that the Bidder is capable of successful delivery. |
| 25 | The Bidders response fully addresses 2 of the 5 component parts (1 to 5), of the response guidance above, demonstrating only a partial ability that the Bidder can deliver Operational Management Services to Buyers and provides CCS with little confidence that the Bidder is capable of successful delivery. |
| 0 | The Bidders response fully addresses 1 of the 5 component parts (1 to 5), of the response guidance above, demonstrating only a very limited ability that the Bidder can deliver Operational Management Services to Buyers and provides CCS with no confidence that the Bidder is capable of successful delivery  OR  The Bidders response has not fully addressed any of the component parts (1 to 5) of the response guidance above. The response fails to demonstrate how the Bidder will deliver full End User Services to Buyers. The response provides CCS with no confidence that the bidder is capable of successful delivery  OR  A response has not been provided for this question.  Please note that if you are awarded a score of zero for this question you will be excluded from the competition for this Lot. |

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| **AQB3c Technical Management Services - Lot 3c & Lot 4**  Please explain in detail how you will deliver Technical Management Services to Buyers. |
| **AQB3c Response Guidance**  This question seeks to understand the bidders' processes for dealing with Technical Management Services requirements, as set out in Framework Schedule 2 (Services and Key Performance Indicators) Section 2 - Specification, paragraph 2.6.7 and 2.6.8.  Your response must clearly demonstrate:  i) How you will seek to understand the Buyer’s existing Technical Management Services and future technology strategy.  ii) How you will select and propose Technical Management Services that will meet the Buyers’ needs.  iii) How you will ensure you have the necessary skills and knowledge available to provide Technical Management Services for planning, delivering and installing a Technical Management Service through effective recruitment and retention policies or use of 3rd parties where necessary.  iv) How you will ensure you have the necessary skills and knowledge for ongoing management and support of a Buyers Technical Management Services through effective recruitment and retention policies or use of 3rd parties where necessary.  v) How you will ensure that the Government's [sustainable technology strategy 2020](https://www.gov.uk/government/collections/ict-strategy-resources#greening-government-ict) is considered for goods deployed and any relevant minimum energy efficiency targets are met.  Maximum character count for the response – 10000 characters including spaces and punctuation (within the eSourcing Tool please submit your response in the five 2000 character texts boxes available for this question). Please note this character count cannot be exceeded within the eSourcing Tool.  Responses must include spaces between words. Bidders should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.  You may include sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (i to v) you are responding to. |

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| **AQB3c Marking Scheme** | **Evaluation Guidance** |
| 100 | The Bidders response fully addresses all 5 of the component parts (1 to 5), of the response guidance above, demonstrating that the Bidder can deliver Technical Management Services to Buyers and provides CCS with complete confidence that the Bidder is capable of successful delivery. |
| 75 | The Bidders response fully addresses 4 of the 5 component parts (1 to 5), of the response guidance above, demonstrating that the Bidder can deliver Technical Management Services to Buyers and provides CCS with confidence that the Bidder is capable of successful delivery. |
| 50 | The Bidders response fully addresses 3 of the 5 component parts (1 to 5), of the response guidance above, demonstrating that the Bidder can deliver Technical Management Services to Buyers and provides CCS with some confidence that the Bidder is capable of successful delivery. |
| 25 | The Bidders response fully addresses 2 of the 5 component parts (1 to 5), of the response guidance above, demonstrating only a partial ability that the Bidder can deliver Technical Management Services to Buyers and provides CCS with little confidence that the Bidder is capable of successful delivery. |
| 0 | The Bidders response fully addresses 1 of the 5 component parts (1 to 5), of the response guidance above, demonstrating only a very limited ability that the Bidder can deliver Technical Management Services to Buyers and provides CCS with no confidence that the Bidder is capable of successful delivery  OR  The Bidders response has not fully addressed any of the component parts (1 to 5) of the response guidance above. The response fails to demonstrate how the Bidder will deliver Technical Management Services to Buyers. The response provides CCS with no confidence that the bidder is capable of successful delivery  OR  A response has not been provided for this question.  Please note that if you are awarded a score of zero for this question you will be excluded from the competition for this Lot. |

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| **AQB3d Application and Data Management Services - Lot 3d & Lot 4**  Please explain in detail how you will deliver Application and Data Management Services to Buyers. |
| **AQB3d Response Guidance**  This question seeks to understand the bidders' processes for dealing with Application and Data Management Services requirements, as set out in Framework Schedule 2 (Services and Key Performance Indicators) Section 2 - Specification, paragraph 2.6.9 and 2.6.10.  Your response must clearly demonstrate:  i) How you will seek to understand the Buyer’s existing Application and Data Management Services and future technology strategy.  ii) How you will select and propose Application and Data Management Services that will meet the Buyers’ needs.  iii) How you will ensure you have the necessary skills and knowledge available to provide Application and Data Management Services for planning, delivering and installing an Application and Data Management Service through effective recruitment and retention policies or use of 3rd parties where necessary.  iv) How you will ensure you have the necessary skills and knowledge for ongoing management and support of a Buyers Application and Data Management Services through effective recruitment and retention policies or use of 3rd parties where necessary.  v) How you will ensure that the Government's [sustainable technology strategy 2020](https://www.gov.uk/government/collections/ict-strategy-resources#greening-government-ict) is considered for goods deployed and any relevant minimum energy efficiency targets are met.  Maximum character count for the response – 10000 characters including spaces and punctuation (within the eSourcing Tool please submit your response in the five 2000 character texts boxes available for this question). Please note this character count cannot be exceeded within the eSourcing Tool.  Responses must include spaces between words. Bidders should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.  You may include sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (i to v) you are responding to. |

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| **AQB3d Marking Scheme** | **Evaluation Guidance** |
| 100 | The Bidders response fully addresses all 5 of the component parts (1 to 5), of the response guidance above, demonstrating that the Bidder can deliver Application and Data Management Services to Buyers and provides CCS with complete confidence that the Bidder is capable of successful delivery. |
| 75 | The Bidders response fully addresses 4 of the 5 component parts (1 to 5), of the response guidance above, demonstrating that the Bidder can deliver Application and Data Management Services to Buyers and provides CCS with confidence that the Bidder is capable of successful delivery. |
| 50 | The Bidders response fully addresses 3 of the 5 component parts (1 to 5), of the response guidance above, demonstrating that the Bidder can deliver Application and Data Management Services to Buyers and provides CCS with some confidence that the Bidder is capable of successful delivery. |
| 25 | The Bidders response fully addresses 2 of the 5 component parts (1 to 5), of the response guidance above, demonstrating only a partial ability that the Bidder can deliver Application and Data Management Services to Buyers and provides CCS with little confidence that the Bidder is capable of successful delivery. |
| 0 | The Bidders response fully addresses 1 of the 5 component parts (1 to 5), of the response guidance above, demonstrating only a very limited ability that the Bidder can deliver Technical Management Services to Buyers and provides CCS with no confidence that the Bidder is capable of successful delivery  OR  The Bidders response has not fully addressed any of the component parts (1 to 5) of the response guidance above. The response fails to demonstrate how the Bidder will deliver Application and Data Management Services to Buyers. The response provides CCS with no confidence that the bidder is capable of successful delivery  OR  A response has not been provided for this question.  Please note that if you are awarded a score of zero for this question you will be excluded from the competition for this Lot. |

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| **AQB4 – NOT USED** |

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| **AQB5 Working With Other Suppliers and Managing Relationships - Lot 5**  Please explain in detail how you will manage relationships with other Suppliers who might already be delivering Services to Buyers. |
| **AQB5 Response Guidance**  This question seeks to understand the Bidders' processes for engaging with existing suppliers to ensure there is a focus on common goals, building mutual trust, and positive Buyer outcomes as set out in Framework Schedule 2 (Services and Key Performance Indicators) Section 2 - Specification, paragraph 2.8.2.  Your response must clearly demonstrate:  i) How you will seek to understand the stakeholder landscape to identify roles and responsibilities.  ii) What you will do to ensure the relationship focuses on Buyer outcomes.  iii) How you will manage ownership, accountability, and communications of decisions.  iv) How you will manage any potential conflicts to ensure Buyer satisfaction of the services being delivered.  Maximum character count for the response – 8000 characters including spaces and punctuation (within the eSourcing Tool please submit your response in the four 2000 character texts boxes available for this question). Please note this character count cannot be exceeded within the eSourcing Tool.  Responses must include spaces between words. Bidders should refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation.  You may include sections from existing internal documentation and policies as part of your answer but no attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (i to iv) you are responding to. |

|  |  |
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| **AQB5 Marking Scheme** | **Evaluation Guidance** |
| 100 | The Bidders response fully addresses all 4 of the component parts (1 to 4), of the response guidance above, demonstrating that the Bidder will manage relationships with other Suppliers who might already be delivering Services to Buyers and provides CCS with complete confidence that the Bidder is capable of successful delivery. |
| 75 | The Bidders response fully addresses 3 of the 4 component parts (1 to 4), of the response guidance above, demonstrating that the Bidder will manage relationships with other Suppliers who might already be delivering Services to Buyers and provides CCS with confidence that the Bidder is capable of successful delivery. |
| 50 | The Bidders response fully addresses 2 of the 4 component parts (1 to 4), of the response guidance above, demonstrating that the Bidder will manage relationships with other Suppliers who might already be delivering Services to Buyers and provides CCS with some confidence that the Bidder is capable of successful delivery. |
| 25 | The Bidders response fully addresses 1 of the 4 component parts (1 to 4), of the response guidance above, demonstrating only a partial ability that the Bidder will manage relationships with other Suppliers who might already be delivering Services to Buyers and provides CCS with little confidence that the Bidder is capable of successful delivery. |
| 0 | The Bidders response has not fully addressed any of the component parts (1 to 4) of the response guidance above. The response fails to demonstrate that the Bidder will manage relationships with other Suppliers who might already be delivering services to Buyers. The response provides CCS with no confidence that the bidder is capable of successful delivery  OR  A response has not been provided for this question.  Please note that if you are awarded a score of zero for this question you will be excluded from the competition for this Lot. |

Part AQC – Commercial Pricing

This section contains information on how to complete the pricing and the price evaluation process.

Your commercial pricing response comprises of three parts;

AQC1 is Mark Up and your response will pass or fail in line with the methodology described within the question response guidance.

AQC2 is Day Rates and will be evaluated using the methodology described within the question response guidance.

AQC3 is discounts. This question will not be scored.

Failure to complete all sections of pricing within the Attachment 3 Pricing Matrix with a figure for the Lot(s) being bid for will result in your bid being deemed non-compliant and therefore failing these questions (AQC1, AQC2, AQC3). Your bid will then be disqualified from further participation in this Procurement for those Lot(s).

You must complete Attachment 3 Pricing Matrix by entering Mark Up(s) for AQC1 into the relevant tables within the relevant tabs (depending on which Lot(s) you are bidding for), and you must enter day rates for AQC2 for each Lot(s) you are bidding for into each relevant tab within Attachment 3 Pricing Matrix. You must then enter your discounts for AQC3 for each Lot(s) you are bidding for into each relevant tab within the Attachment 3 Pricing Matrix.

Then, once complete, you must upload your completed pricing matrix as an attachment to question 3.3.2 Price Matrix of the eSourcing Tool. You must upload your pricing matrix attachment as a file titled ‘Attachment 3 – [insert bidder name] – Pricing matrix’.

You must enter a value / price / percentage, if you do not your bid will fail. CCS will, as stated below, review any prices that appear to be abnormally low. You should know your prices will be fixed for the term of the Framework Contract.

**AQC1**

|  |  |
| --- | --- |
| **AQC1 Mark Up**  Please complete the tab within Attachment 3 Pricing Matrix with the Mark Up(s) that you will apply per Lot under the Framework Contract to costs (as defined below). | |
| **Response Guidance**  The Mark Ups are to be the maximum percentage increase you will apply to costs, based on the following definitions of costs:  **People** - the cost of engaging the Bidder’s personnel, 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.  **Facilities** - the cost of providing facilities associated with provision of services, including:  i) Workplace accommodation - specifically related to provision of the service - e.g. helpdesk - the workplace where the service is provided from;  ii) Other facilities used for providing services.  **Tools -** the costs of providing equipment required to deliver the services which may include:  i) Workplace IT equipment and tools specifically required to provide the services (but not including the items listed in (ii) below) e.g. helpdesk proportion of any cost for the ticketing functionality;  ii) costs incurred in respect of supplier assets and which would be treated as capital costs according to generally accepted accounting principles within the UK, which shall include the cost to be charged in respect of Supplier assets by the Supplier to the Customer or (to the extent that risk and title in any Supplier asset is not held by the Supplier) any cost actually incurred by the Supplier in respect of those Supplier assets.  **Sub-contractors -** the costs of sub-contractors engaged to deliver services to the Customer:  i) Sub-contractor means any third party from the list of sub-contractors you gave at 1.2(b) (ii).  **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.  This is a **PASS/FAIL** question. **If you do not answer this question, your response will be deemed non-compliant and you will fail this question and be excluded from this procurement.**  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 Contract until the prices have been amended to comply with the clause in the Framework Contract.  Bidders should note that if you enter a Mark Up of 0 this will be carried forward to your populated Framework Contract should you be successful. | |
| **Marking Scheme** | **Evaluation Criteria** |
| **PASS** | The Bidder has provided details of the Mark Up that will apply. |
| **FAIL** | The Bidder has only partially or has not at all provided the Mark Ups that can apply under the Framework Contract.  **OR**  A response has not been provided. |

**AQC2**

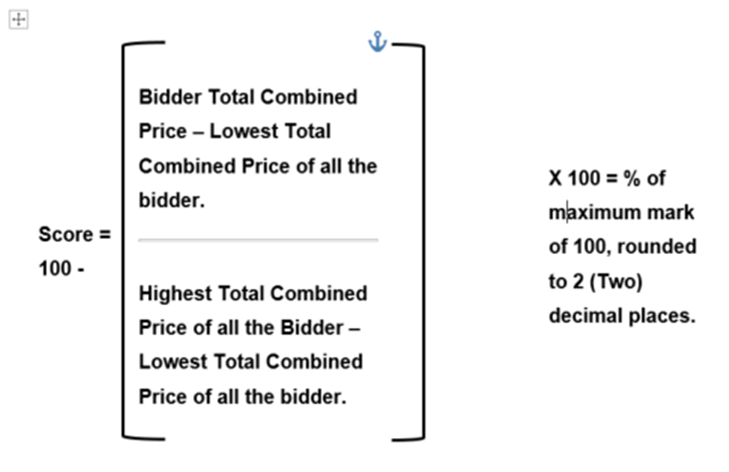
AQC2 is evaluated based on the total combined price, the addition of all the combined prices that is generated by your completion of the day rates tab in Attachment 3 Pricing Matrix.

To answer AQC2 you are required to provide a maximum day rate for each (every one) of the categories within the Skills Framework for the Information Age version 7, (details about each of the categories and levels can be found here <https://sfia-online.org/en/sfia-7> ) and at every level of experience, these are outlined in Framework Schedule 3, Prices. An example of this can be found at Table 1 below. This price will form the maximum day rate chargeable for the subsequent Call-Off Contracts. These day rates should be applicable to provision of solutions for the Lot(s) for which you have bid.

The day rates (per Lot) shall be based on a 7.5 hour day (exclusive of breaks and exclusive of travel). Please note each day rate must be a minimum of £ 69.75 (ie 7.5(hrs) x £9.30 (National Living Wage)). If you submit rates which are lower than this minimum, or zero, subject to an adequate response to compliance checking your entire Tender for that specific Lot(s) will be excluded from the Procurement.

The maximum mark achievable for AQC2 will be 100.

The day rate calculation used is the following:



The mark achieved in response to question AQC2 will entitle the bidder to receive a mark which will be a percentage of the maximum mark available for this question. For example if a Bidder scored 100% they would score 20, if they scored 50% they would score 10.

The price mark is generated by using the formula shown above to compare against all compliant Bidder’s Total Combined Price which is generated by adding together all of the Combined Prices for question (as shown in the table above). Using this, the price evaluation will be conducted for each Bidder in the applicable Lot.

**Abnormally low tender**

If a day rate(s) provided by you appear abnormally low CCS may reject your Tender. The steps CCS will take in this event are as follows:

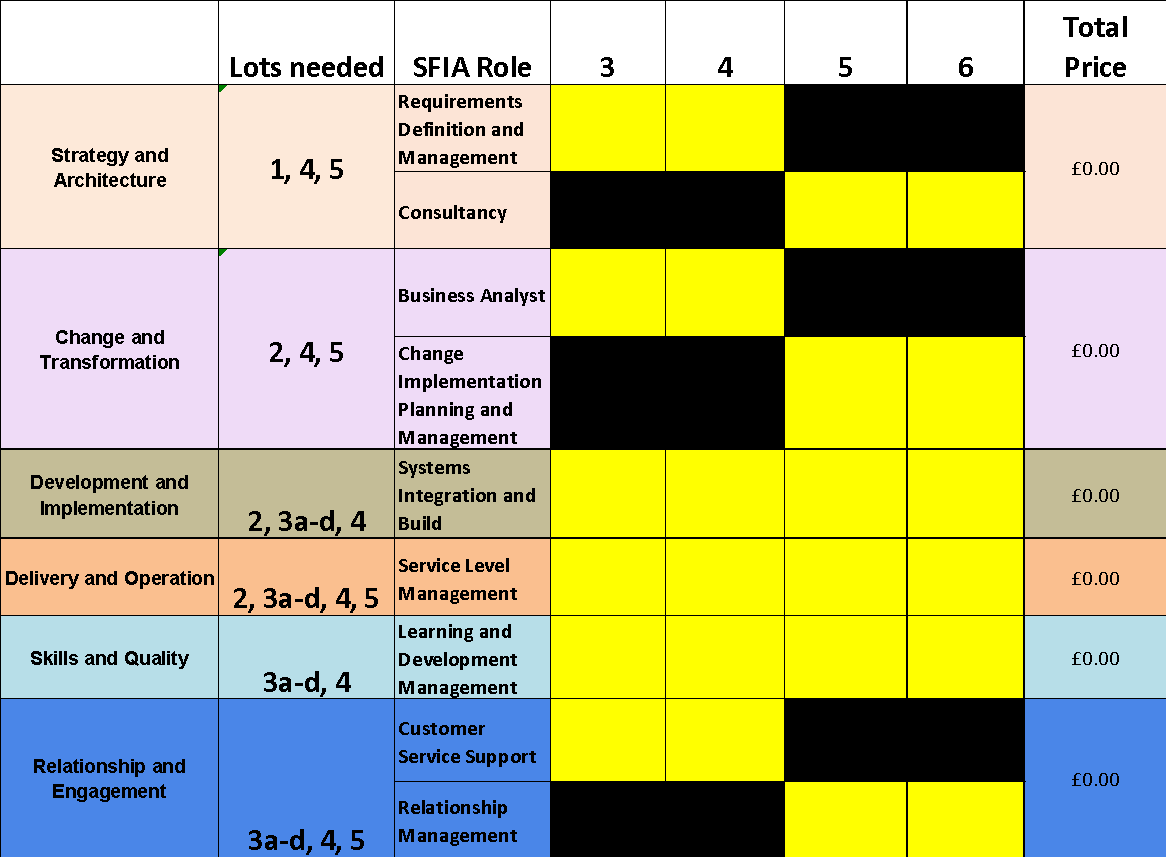
to request in writing an explanation of the abnormally low day rate, which may include explanations of one or more of the following;

1. the economics of the services provided;
2. the technical solutions suggested by you or the exceptionally favourable conditions available to you for the supply of services;
3. the originality of the Goods and/or Related Services;
4. your compliance with the provisions relating to environmental, social, labour laws referred to in regulation 56 (2);
5. your compliance with the sub-contracting obligations referred to in Regulation 71;
6. the possibility of you obtaining state aid; to take account of the evidence provided by the bidder in response; and
7. to subsequently verify with you the day rate being abnormally low.

**TABLE 1: DAY RATES**

The below prices are based on the Skills Framework for the Information Age version 7. Details about each of the categories and levels can be found at <https://sfia-online.org/en/sfia-7>

**Day Rates table:**



|  |  |
| --- | --- |
| **Total Combined Price of the Commercial Pricing Matrix for Day Rates Lot 1:** | **£** |

|  |  |
| --- | --- |
| **Total Combined Price of the Commercial Pricing Matrix for Day Rates Lot 2:** | **£** |

|  |  |
| --- | --- |
| **Total Combined Price of the Commercial Pricing Matrix for Day Rates Lot 3a:** | **£** |

|  |  |
| --- | --- |
| **Total Combined Price of the Commercial Pricing Matrix for Day Rates Lot 3b:** | **£** |

|  |  |
| --- | --- |
| **Total Combined Price of the Commercial Pricing Matrix for Day Rates Lot 3c:** | **£** |

|  |  |
| --- | --- |
| **Total Combined Price of the Commercial Pricing Matrix for Day Rates Lot 3d:** | **£** |

|  |  |
| --- | --- |
| **Total Combined Price of the Commercial Pricing Matrix for Day Rates Lot 4:** | **£** |

|  |  |
| --- | --- |
| **Total Combined Price of the Commercial Pricing Matrix for Day Rates Lot 5:** | **£** |

**Worked Example for Lot 2**

The following bids were received from four bidders in respect of Lot 2:

**Day Rates table for Bidder A:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **3** | **4** | **5** | **6** | **Total Price** |
| **Change and Transformation** | **£200** | **£250** | **£300** | **£350** | **£1100** |
| **Development and Implementation** | **£250** | **£300** | **£300** | **£350** | **£1200** |
| **Delivery and Operation** | **£200** | **£250** | **£300** | **£350** | **£1100** |

**Day Rates table for Bidder B:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **3** | **4** | **5** | **6** | **Total Price** |
| **Change and Transformation** | **£200** | **£225** | **£300** | **£350** | **£1075** |
| **Development and Implementation** | **£200** | **£225** | **£300** | **£350** | **£1075** |
| **Delivery and Operation** | **£180** | **£200** | **£250** | **£300** | **£930** |

**Day Rates table for Bidder C:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **3** | **4** | **5** | **6** | **Total Price** |
| **Change and Transformation** | **£300** | **£350** | **£500** | **£600** | **£1750** |
| **Development and Implementation** | **£300** | **£350** | **£500** | **£600** | **£1750** |
| **Delivery and Operation** | **£275** | **£350** | **£500** | **£650** | **£1775** |

**Day Rates table for Bidder D:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **3** | **4** | **5** | **6** | **Total Price** |
| **Change and Transformation** | **£150** | **£175** | **£225** | **£275** | **£825** |
| **Development and Implementation** | **£150** | **£175** | **£200** | **£250** | **£775** |
| **Delivery and Operation** | **£150** | **£175** | **£200** | **£250** | **£775** |

|  |  |
| --- | --- |
|  | **Total Combined Price of the Commercial Pricing Matrix for Day Rates Lot 2** |
| **Bidder A** | **£3400** |
| **Bidder B** | **£3080** |
| **Bidder C** | **£5275**  **(Highest Total Combined Price of all the bidders)** |
| **Bidder D** | **£2375**  **(Lowest Total Combined Price of all the bidders)** |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Total Combined Price of the Commercial Pricing Matrix for Day Rates Lot 2** | **Score**  **(out of 100)** | **Score x Pricing weighting (20%)** |
| **Bidder D** | **£2375** | **100.00** | **20.00** |
| **Bidder B** | **£3080** | **75.69** | **15.14** |
| **Bidder A** | **£3400** | **64.66** | **12.93** |
| **Bidder C** | **£5275** | **0.00** | **0.00** |

|  |  |
| --- | --- |
| **Marking Scheme** | **Evaluation Criteria** |
| **PASS** | The Bidder has entered a price in all sections of the Commercial Pricing Matrix for Day Rates. |
| **FAIL** | The Bidder has not entered a price in all sections of the Commercial Pricing Matrix for Day Rates.  **OR**  The Bidder has entered a price lower than the National Living Wage at any/all section of the Commercial Pricing Matrix for Day Rate.  **OR**  A response has not been provided. |
| **AND**  If you **PASS** in accordance with marking scheme at this AQC2 then your prices provided will be evaluated in accordance with the scoring range below. | |
| **Score range: 100 – 0** | If the Bidder’s Total Combined Price is the least expensive compared to other bids then they will score 100.  If the Bidder’s Total Combined Price is the most expensive (highest) compared to other bids then they will score 0.  If the bid is somewhere in between the lowest and the highest bids then the Bidder will be awarded a pro-rata score depending upon that Bidder’s Total Combined Price. |

**AQC3**

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| **AQC3 Discounts**  Please provide charging details for any additional discounts that you may apply to prices charged for the services based on the following areas:  1.       DISCOUNTS  As per the discount structure detailed in Schedule 3 Annex 2 of the Framework Agreement.  1.1  Duration of Project / Service  1.2  Prompt Payment Discounts  1.3  Supplier Nominated Discounts  1.4  Cumulative Total Value of Framework Agreement Discounts |
| **AQC3 Response Guidance**  Please complete the AQC3 tab within Attachment 3 Pricing Matrix for the Lot(s) which you are bidding.  Please provide charging details for any additional discounts that you may apply to prices charged for the services. These will not be scored but will form part of your Framework Agreement.  In this instance price refers to any Commercial Pricing provided as part of question AQC2 that is used in calculating charges for a customer’s Call-Off requirement.  Please upload the attachment to question PQ1 3.2.2 when you have completed AQC1, AQC2 and AQC3. Please use the file name structure ‘Attachment 3 – [insert bidder name] – Pricing matrix.  **YOUR COMMERCIAL PRICING WILL BE USED TO POPULATE THE FRAMEWORK CONTRACT IN SCHEDULE 3 PRICES.** |
| **THIS QUESTION WILL NOT BE SCORED** |