



Crown  
Commercial  
Service

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

**DIGITAL SPECIALISTS AND PROGRAMMES**

**REFERENCE NUMBER**

**RM6263**

**ATTACHMENT 2c**

## INTRODUCTION

- 1.1 This document provides an overview of the methodology which will be adopted by CCS to evaluate your response to each question set 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.
- 1.2 The defined terms used in the Joint Schedule 1 - Definitions shall apply to this document.

## 2 OVERVIEW

- 2.1 The award questionnaire is broken down into the following sections:

SECTION A – MANDATORY QUESTION

SECTION B – SOCIAL VALUE QUESTION

SECTION C – SERVICE SPECIFIC QUESTIONS

- 2.2 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.
- 2.3 Please ensure you fully read the question AND response guidance AND marking scheme before forming your response.
- 2.4 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:

Section		Question Type	Marking Scheme	Question Weighting
<b>SECTION A – MANDATORY QUESTION</b>				
AQA1	Capability Assessment Matrix	Attachment	Pass/Fail	N/A
<b>SECTION B – SOCIAL VALUE QUESTION</b>				
AQB1	Social Value and Corporate Social Responsibility	Text Box	100/75/50/25/0	Lot 1 20%,
				Lot 2 100%
<b>SECTION C – SERVICE SPECIFIC QUESTIONS</b>				
Lot 1: Digital Programmes				
AQC1	Knowledge and experience in software development	Text Box	100/66/33/0	80%
Lot 2: Digital Specialists				
AQC2	Agile delivery of specialist services	Text Box	Pass/Fail	N/A

## SECTION A – MANDATORY QUESTION

### **AQA1 Capability Assessment Matrix**

Please attach your Attachment 2d Capability Assessment Matrix to this question.

### **AQA1 Response Guidance**

As part of your offer you are required to complete the four tabs in Attachment 2d Capability Assessment Matrix.

The four tabs that require completion are:

- Resource Profile
- Service Capability
- Location
- Capability

Suppliers on this Framework are a true “prime” and in order to provide a comprehensive service, primes are encouraged to have relationships with Sub-Contractors to supplement their offers where they see benefit.

Therefore, this information gathering requests clarity as to what is offered by the prime Supplier and what is supplemented by any Sub-Contractors.

Whilst breadth of offering is obviously a benefit in terms of being awarded a place on the Framework, it is by no means essential. These tables will be the basis for the Capability Assessment stage in a two-stage Further Competition and Direct Award (for Lot 2 - Digital Specialists) at Call-Off. Suppliers will have the opportunity to supplement their offers with additional Sub-Contractors as part of any Call-Off competition (provided such Sub-Contractors comply with the requirements of the Call-Off Contract).

When completing the tabs, only include those Sub-Contractors who have specifically been included as part of your tender (do not include Sub-Contractors who may become involved in the future).

### **Resource Profile**

#### *Approximate Number of Staff*

The resource profile is aggregated to Role Family level and is designed to understand what roles and capacity are available from the Supplier and any named Sub-Contractors.

**0:** None

**1:** Less than 3

**2:** Between 3 and 6

**3:** Between 7 and 12

**4:** More than 12

### *Security Clearance*

The level of security clearance that must have been obtained by Supplier staff prior to commencement on a relevant Call-Off Contract.

**0:** None

**1:** Baseline Personnel Security Standard (BPSS)

**2:** Counter Terrorist Check (CTC)

**3:** Security Check (SC)

**4:** Developed Vetting (DV)

### **Service Capability**

The Service capabilities are at grouped level. Reference is made to Framework Schedule 1 (Specification) Annex 2 for the mandatory Service capabilities that Suppliers and/or their Sub-Contractors are required to have for the Service provisions.

**0:** No capability = No recognised skills

**1:** Piecemeal capability = The odd person has knowledge of this, but requires external SME support

**2:** Moderate capability = Reasonable experience, not at technology partner level, in a supporting role

**3:** Strong capability = Not part of the brand, but able to offer service with confidence (e.g. Silver partner)

**4:** Core capability = Externally recognised expertise, part of the brand (e.g. Gold/Platinum partner)

### **Location**

This relates to the location at/from which the Supplier's team will provide the Services in relation to the relevant Call-Off Contract.

**0:** No

**1:** Yes

### **Scalability**

This relates to the potential size of the Supplier team needed to fulfil the Buyer's requirement.

**0:** No

**1:** Yes

Please be aware that all yellow dropdown boxes are required to be completed even in circumstances where there are no prime or Sub-Contractors.

Marking Scheme	Evaluation Guidance
PASS	The Bidder has completed all yellow dropdown cells within Attachment 2d Capability Assessment Matrix.
FAIL	<p>The Bidder has <b>NOT</b> completed all yellow dropdown cells within Attachment 2d Capability Assessment Matrix or has not attached Attachment 2d Capability Assessment Matrix to AQA1.</p> <p>Please note that if you receive 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.</p>

**SECTION B – SOCIAL VALUE QUESTION**

**AQB1 Social Value and Corporate Social Responsibility**

Please demonstrate how you will enact your Social Value and Corporate Social Responsibility (CSR) priorities and credentials within a complex environment of ongoing IT development and operations in accordance with the framework’s focused Social Value priorities in Framework Schedule 1 (Specifications) and Joint Schedule 5 (Corporate Social Responsibility).

**AQB1 Response Guidance**

As a minimum your response must clearly demonstrate:

1. How your organisation promotes diversity in terms of developing staff and motivating teams.
2. How you will consider end-customers taking into account the needs of those digitally excluded and design inclusive and accessible services.
3. How you will support innovation and disruptive technologies throughout the supply chain to deliver lower cost and/or higher quality services.
4. Your proposed measures to identify and deliver opportunities to remove or reduce any negative environmental impacts of the contract and to deliver environmental benefits through the contract **and** how these will be implemented.

5. How you will 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.
6. What policies, training and related practices have you put in place to ensure staff (permanent or temporary) are aware of their contribution to these responsibilities.

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 text 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 and neither will links to external websites.

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 6) you are responding to i.e. within the text boxes please prefix the response with reference to the component part you are responding to.

Marking Scheme	Evaluation Guidance
100	The bidders response fully addresses all 6 of the component parts (1 to 6) of the response guidance above, for the delivery of Services, illustrating that the bidder has comprehensive understanding of the component parts which provides CCS with complete confidence that the bidder is capable of successful delivery.
75	The bidders response fully addresses 5 of the 6 component parts (1 to 6) of the response guidance above, for the delivery of Services, illustrating that the bidder has an understanding of the component parts which provides CCS with confidence that the bidder is capable of successful delivery.
50	The bidders response fully addresses 4 of the 6 component parts (1 to 6) of the response guidance above, for the delivery of Services, illustrating that the bidder has an element of understanding of the component parts which provides CCS with some confidence that the bidder is capable of successful delivery.

25	<p>The bidders response fully addresses 3 of the 6 component parts (1 to 6) of the response guidance above, for the delivery of Services, illustrating that the bidder has a low understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery.</p>
0	<p>The bidders response fully addresses 2 of the 6 component parts (1 to 6), of the response guidance above, providing CCS with no confidence that the bidder is capable of successful delivery</p> <p>OR</p> <p>The bidders response fully addresses 1 of the 6 component parts (1 to 6), of the response guidance above, providing CCS with no confidence that the bidder is capable of successful delivery</p> <p>OR</p> <p>The bidders response has not fully addressed any of the 6 component parts (1 to 6) of the response guidance above, providing CCS with no confidence that the bidder is capable of successful delivery</p> <p>OR</p> <p>A response has not been provided for this question.</p> <p><b>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.</b></p>

**SECTION C – SERVICE SPECIFIC QUESTIONS**

**Please note: If a bidder scores a Fail for any area, as listed in the Evaluation Guide, the bidder’s tender will be unsuccessful for the particular Lot they are bidding for.**

**For Lot 1: Digital Programmes**  
**AQC1**



## **Knowledge and experience in software development**

It is important that our Suppliers have sufficient knowledge and experience as an organisation to provide contemporary technical architecture capabilities in software development. In a continually changing technical landscape, organisations can only provide such service if they strive to develop new thinking within their software development and architecture staff, and through engaging with industry as a whole. They cannot simply follow best practice, they need to lead.

### **AQC1 Response Guidance**

How will your organisation lead in the practice and promotion of all aspects of contemporary technology architecture and software development?

Please provide:

1. A demonstration of your processes for developing extensive, structured and thoughtful content on web applications, with demonstrable engagement from industry;
2. Examples of your leadership thoughts to the industry on the subject of contemporary technology architecture and software development. Your answer could include, but is not limited to:
  - a. adopting a leading role in presentations and contributions at relevant professional events;
  - b. contributing to press, professional journals, academic studies and contributing to output from standards bodies and regulatory institutions;
  - c. production of literature and authoring and providing training courses in new techniques;
3. A demonstration of your processes for conducting joint operations with leading partner organisations for the purposes of promoting advancements in the industry.

Maximum character count for the response – 4,000 characters including spaces and punctuation (within the eSourcing tool please submit your response in the two 2000 character text 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 and neither will links to external websites.

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 i.e. within the text boxes please prefix the response with reference to the component part you are responding to.

Marking Scheme	Evaluation Guidance
100	The bidders response fully addresses all 3 of the 3 component parts (1 to 3) of the response guidance above, for the delivery of Services, illustrating that the bidder has comprehensive understanding of the component parts which provides CCS with complete confidence that the bidder is capable of successful delivery.
66	The bidders response fully addresses 2 of the 3 component parts (1 to 3) of the response guidance above, for the delivery of Services, illustrating that the bidder has an understanding of the component parts which provides CCS with 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, for the delivery of Services, illustrating that the bidder has a low understanding of the component parts which provides CCS with little confidence that the bidder is capable of successful delivery.
0	<p>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</p> <p>OR</p> <p>A response has not been provided for this question.</p> <p><b>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.</b></p>

## For Lot 2: Digital Specialists

### AQC2

#### Agile delivery of specialist services

Within the context of a mixed organisational environment (Buyer, end Customer, more than one Supplier), you must ensure agile delivery of specialist services in a collaborative manner.

#### **AQC2 Response Guidance**

Please answer Yes or No to the following questions:

1. Will your organisation take direct contractual responsibility and full accountability for delivery of the Service (as part of the Deliverables) and the work undertaken by each specialist you provide?
2. Will you offer evidence of competence of each individual specialist in each role if requested by the Buyer?
3. Will you ensure all roles support the Service Manual's (<https://www.gov.uk/service-manual/the-team>) design and description of what you need to build a successful Service?
4. Will you work proactively with (a) the Buyer, (b) any incumbent providers, and (c) each of the other suppliers and contractors of the Buyer, in a spirit of trust and mutual confidence?
5. Will you cooperate with the Buyer's other suppliers and contractors of other goods and/or services to enable and ensure efficient Delivery?
6. Will you assist in sharing information with the Buyer's other suppliers and contractors for the purposes of facilitating provision of the Deliverables?

**These are PASS/FAIL questions. If you cannot or are unable to select YES to all 6 questions, your Bid will Fail and will be excluded from further participation in this Procurement.**

<b>Marking Scheme</b>	<b>Evaluation Guidance</b>
<b>PASS</b>	The Bidder has answered 'yes' to each of the 6 questions in the response guidance above.

<b>FAIL</b>	<p>The Bidder has <b><u>NOT</u></b> answered 'yes' to each of the 6 questions in the response guidance above.</p> <p><b>Please note that if you receive 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.</b></p>
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