



Crown
Commercial
Service

Attachment 2e – Award Questionnaire

RM6170 Print Management Services (PMS)

1. Award quality questionnaire

1.1 The quality questionnaire is split into three sections:

- Section A – Mandatory questions
- Section B – Generic question
- Section C – Lot specific questions
- Section D - Pricing

1.2 A summary of all the questions in the quality questionnaire, along with the marking scheme, and weightings for each question is set out below:

Question		Marking Scheme	Lot 1	Lot 2
AQA1	Compliance with Lot 1 Deliverables	Pass/Fail	X	N/A
AQA2	Compliance with Lot 2 Deliverables	Pass/Fail	N/A	X
AQB1	Effectively Managing Supply Chains	100/75/50/25/0	X	X
AQB2	General Service Delivery	100/50/25/0	X	X
AQB3	Maximising value	100/75/50/25/0	X	X
AQC1	Lot 1 – Service Delivery and Readiness	100/75/50/25/0	X	N/A
AQC2	Lot 1 – Strategic Value, improvement and innovation	100/50/0	X	N/A
AQC3	Lot 2 – Service Delivery and Readiness	100/75/50/25/0	N/A	X

AQD1	Pricing	PASS/FAIL	X	N/A
AQD2	Pricing	PASS/FAIL	N/A	X

		Marking scheme		
Section A – Compliance with the Deliverables				
AQA1	Compliance with Lot 1 Deliverables	Pass / Fail		
AQA2	Compliance with Lot 2 Deliverables	Pass / Fail		
		Marking scheme	Weighting (%)	
Section B – Generic Questions			Lot 1	Lot 2
AQB1	Effectively Managing Supply Chains	100/75/50/25/0	19	24
AQB2	General Service Delivery	100/50/25/0	16	20
AQB3	Maximising Value	100/75/50/25/0	13	16

		Marking scheme	Weighting (%)	
Section C – Lot Specific Questions			Lot 1	Lot 2

AQC1	Lot 1 - Service Delivery and Readiness	100/75/50/25/0	20	N/A
AQC2	Lot 1 - Strategic value, improvement and innovation	100/50/0	12	N/A
AQC3	Lot 2 - Service Delivery and Readiness	100/75/50/25/0	N/A	20

		Marking scheme	Weighting (%)	
Section D – Pricing			Lot 1	Lot 2
AQD1	Lot 1 Pricing	Pass / Fail	20	N/A
AQD2	Lot 2 Pricing	Pass / Fail	N/A	20

Section A – Mandatory service requirements

AQA1 Compliance with Lot 1 Deliverables

AQA1 Question

If you are awarded a Framework Contract, will you unreservedly deliver in full, all the Lot 1 Deliverables as set out in Framework Schedule 1 – Specification?

AQA1 Response guidance

You must successfully provide the Deliverables detailed in in Framework Schedule 1 – Specification of the Terms and Conditions.

Please select YES to indicate that, in the event you are awarded the Framework Contract, you will unreservedly deliver in full all the Deliverables as set out in Framework Schedule 1 – Specification of the Terms and Conditions.

You are required to select either option YES or NO from the drop down list associated with this question.

This is a PASS/FAIL question. If you cannot or are unwilling to select YES to this question, your Bid will Fail and will be excluded from further participation in this procurement.

If you select YES this means you will unreservedly deliver in full all the Deliverables as set out in in Framework Schedule 1 – Specification of the Terms and Conditions.

If you select NO to indicate that you will not, or cannot, deliver in full all the Deliverables as set out in in Framework Schedule 1 – Specification of the Terms and Conditions your Bid will Fail and will be excluded from further participation in this competition.

You must select an option in response to this question. If you do not answer the question your bid may be excluded from further participation in this procurement. If you are not bidding for Lot 1 please select N/A.

Marking scheme	Evaluation guidance
Pass	You have selected option 'Yes' confirming that you will unreservedly deliver in full all the Lot 1 Deliverables as set out in in Framework Schedule 1 – Specification OR You have selected option N/A confirming that you are not applying for Lot 1.
Fail	You have selected 'No' confirming that you will not, or cannot, deliver in full all the Lot 1 Deliverables as set out in Framework Schedule 1 – Specification OR

	You have not selected either 'Yes' or 'No' or N/A. You have selected YES but included caveats to that response.
--	---

AQA2 Compliance with Lot 2 Deliverables
--

AQA2 Question

If you are awarded a Framework Contract, will you unreservedly deliver in full, all the Lot 2 Deliverables as set out in Framework Schedule 1 - Specification?

AQA2 Response guidance

You must successfully provide the Deliverables detailed in Framework Schedule 1 – Specification of the Terms and Conditions.

Please select YES to indicate that, in the event you are awarded the Framework Contract, you will unreservedly deliver in full all the Deliverables as set out in Framework Schedule 1 – Specification of the Terms and Conditions.

You are required to select either option YES or NO from the drop down list associated with this question.

This is a PASS/FAIL question. If you cannot or are unwilling to select YES to this question, your Bid will Fail and will be excluded from further participation in this procurement.

If you select YES this means you will unreservedly deliver in full all the Deliverables as set out in Framework Schedule 1 – Specification of the Terms and Conditions.

If you select NO to indicate that you will not, or cannot, deliver in full all the Deliverables as set out in Framework Schedule 1 – Specification of the Terms and Conditions your Bid will Fail and will be excluded from further participation in this competition.

You must select an option in response to this question. If you do not answer the question your bid may be excluded from further participation in this procurement. If you are not bidding for Lot 2 please select N/A.

Marking scheme	Evaluation guidance
Pass	<p>You have selected option 'Yes' confirming that you will unreservedly deliver in full all the Lot 2 Deliverables as set out in Framework Schedule 1 – Specification.</p> <p>OR</p> <p>You have selected option N/A confirming that you are not applying for Lot 2.</p>

Fail	<p>You have selected 'No' confirming that you will not, or cannot, deliver in full all the Lot 2 mandatory service requirements Deliverables as set out in Framework Schedule 1 -Specification.</p> <p>OR</p> <p>You have not selected either 'Yes' or 'No' or N/A. You have selected YES but included caveats to that response.</p>
------	--

Section B – Generic questions

AQB1 Effectively Managing Supply Chains (Both Lots)

How will you effectively manage your supply chain(s) to ensure continuity of supply and a quality Service is maintained?

AQB1 Response guidance

All bidders must answer this question.

You are required to effectively manage your supply chain(s) which is relevant to the provision of the Deliverables of the Framework Contract, throughout the duration of the Framework Contract, and any Call-Off Contracts to ensure both continuity of supply and a quality Service is constantly maintained.

In accordance with Framework Schedule 1 – Specification, paragraphs 9.6. Management of the Supply Chain, 9.7. Management of local supply chains, and 11.2.2. Delivering a Diverse supply chain.

Please clearly demonstrate your approach to supply chain management, to ensure performance is maintained by fully addressing component parts a) to d) below.

- a) Please clearly demonstrate your approach to source a diverse supply chain throughout the life of the Framework Contract including SMEs, to ensure geographical coverage and print manufacturing coverage for the range of Deliverables in accordance with Framework Schedule 1 – Specification paragraphs 9.6.7 and 11.2.2
- b) Please clearly demonstrate how you will assess members of your supply chain to ensure that they have the technical and professional capability to deliver Buyers' requirements in accordance with Framework Schedule 1 – Specification paragraphs 9.6.1, 9.6.5.4, and Section 9.7. Management of Local Supply Chains.
- c) Please clearly demonstrate the process you will have in place to monitor and measure performance of the supply chain throughout the life of the Framework Contract, including how you will identify and address any underperformance, in accordance with Framework Schedule 1 – Specification paragraphs 9.6.5.9
- d) Please clearly demonstrate your process for the effective stress testing of your supply chain including the proactive identification of supply chain risks and how you will act upon the results to mitigate risks to continuity of supply in accordance with Framework Schedule 1 – Specification paragraphs 9.6.5.3, 9.6.5.5 and 9.6.5.6.

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 – 8000 characters including spaces and punctuation.

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.

You are required to insert your response to this question in the technical envelope in boxes B1(a), B1(b), B1(c) and B1(d). Each box has a character count of 2,000 characters.

Failure to put the correct response in the correct text boxes may result in a 0 score.

If you are bidding for both Lots (Lot 1 and Lot 2) this question only needs to be completed once.

Marking Scheme 100/75/50/25/0

Marking scheme	Evaluation criteria
100	The bidder's response fully addresses all 4 of the component parts of the Response Guidance above demonstrating their full ability to meet the Requirement, against the published criteria
75	The bidder's response has only fully addressed 3 of the 4 component parts of the Response Guidance above, demonstrating their partial ability to meet the Requirement, against the published criteria
50	The bidder's response has only fully addressed 2 of the 4 component parts of the Response Guidance above, demonstrating their partial ability to meet the Requirement, against the published criteria
25	The bidder's response has only fully addressed 1 of the 4 component parts of the Response Guidance above, demonstrating their partial ability to meet the Requirement, against the published criteria
0	The bidder's response has addressed none of the 4 component parts of the Response Guidance above, demonstrating no ability to meet the Requirement, against the published criteria OR The bidder has failed to respond

AQB2 General Service Delivery (Both Lots)

How will you ensure that a consistent high quality service is delivered to meet Buyer satisfaction in relation to both content and delivery?

AQB2 Response Guidance

All bidders must answer this question.

You are required to ensure a consistent high quality service is delivered to meet Buyer satisfaction in relation to both content delivery and account management services.

Please demonstrate how you will deliver a high quality Print Management Service to meet the requirement by fully addressing component parts a) to c) below.

- a) Please clearly demonstrate how you will monitor and maintain the quality of the Print Management Service including but not limited to:
 - Assessments of the Buyer's experience.
 - The provision of a robust and auditable complaints procedure, obtaining Buyer acceptance of complaint resolutions.
 - How you will analyse and identify patterns of emerging trends, including complaints, to enable prompt mitigation measures and improvements to be implemented in accordance with Framework Schedule 1 – Specification paragraphs 9.2. Complaints Handling and 10.6. Quality Assurance.
- b) Please clearly demonstrate how you will monitor, assess, report and act upon your performance in terms of quality of delivery as well as meeting the contractual Performance Indicators (PI) as detailed in Framework Schedule 4 paragraph 4.
- c) Please clearly demonstrate your approach to providing quotations and rate cards for print production requirements including:
 - how you will demonstrate price transparency.
 - how rate cards will remain competitive throughout the lifetime of the Contract.
 - how rate cards will be easily and efficiently updated, in accordance with Framework Schedule 1 – Specification paragraphs 4.8.14.1 and 6.6.12.1, and Framework Schedule 3 – Framework Prices paragraphs 4.1, 4.2, and 4.3.

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 – 6000 characters including spaces and punctuation.

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.

You are required to insert your response to this question in the technical envelope in boxes B2(a), B2(b), and B2(c). Each box has a character count of 2,000 characters.

If you are bidding for both Lots (Lot 1 and Lot 2) this question only needs to be completed once.

Marking scheme	Evaluation criteria
100	The bidder's response fully addresses all 3 of the component parts of the Response Guidance above demonstrating their full ability to meet the Requirement, against the published criteria
50	The bidder's response has only fully addressed 2 of the 3 component parts of the Response Guidance above, demonstrating their partial ability to meet the Requirement, against the published criteria
25	The bidder's response has only fully addressed 1 of the 3 component parts of the Response Guidance above, demonstrating their partial ability to meet the Requirement, against the published criteria
0	The bidder's response has addressed none of the 3 component parts of the Response Guidance above, demonstrating no ability to meet the Requirement, against the published criteria OR The bidder has failed to respond

AQB3 Maximising Value

How will you maximise value for all parties?

AQB3 Response guidance

All bidders must answer this question.

You are required to proactively and continually demonstrate opportunities to maximise value for all parties, including increasing Buyer uptake across public sector organisations, delivering savings, maximising benefits and ensuring Suppliers are paid promptly, in accordance with Framework Schedule 1 – Specification paragraphs 9.5. Payment and 11.2.3. Paying the supply chain promptly.

Please clearly demonstrate how you will meet the requirement by fully addressing component parts a) to d) of the Response Guidance below.

- a. Please clearly demonstrate how you will evaluate and assess Buyer's requirements and propose alternative solutions that may provide better value including how you will communicate such proposals to the Buyer in accordance with Framework Schedule 1 – Specification paragraphs 4.2.2. Buyer Account Management Services and 6.2.2. Buyer Account Management Services.
- b. How you will benchmark pricing across the supply chain, in relation to market prices on a day to day basis, to ensure competitiveness and how it will be used to demonstrate and report on value and benefits throughout the duration of the Contract.
- c. Clearly demonstrate the process and measures you will have in place to facilitate prompt payment throughout your supply chain, including how you will resolve disputed invoices promptly and effectively, and how you will measure and monitor your performance against the measure for the payment of 100% of undisputed invoices within 30 days for the order invoice process and within 7 days for the payment card process in accordance with Framework Schedule 1 – Specification paragraphs 9.5. Payment and 11.2.3. Paying the supply chain promptly; and document Framework Schedule 4, Section 4, paragraph 1.1. Delivery of Prompt Payment.
- d. How you will identify and attract potential new Buyers to the Framework Contract during the life of the Framework Contract, in accordance with Framework Schedule 1 – Specification paragraph 9.9. Promotion of the Framework Contract.

Your response must 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 – 8000 characters including spaces and punctuation.

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.

You are required to insert your response to this question in the technical envelope in boxes B3(a), B3(b), B3(c), and B3(d) each box has a character count of 2,000 characters.

Failure to put the correct response in the correct text boxes may result in a 0 score.

If you are bidding for both Lots (Lot 1 and Lot 2) this question only needs to be completed once.

Marking scheme	Evaluation criteria
100	The bidder's response fully addresses all 4 of the component parts of the Response Guidance above demonstrating their full ability to meet the Requirement, against the published criteria
75	The bidder's response has only fully addressed 3 of the 4 component parts of the Response Guidance above, demonstrating their partial ability to meet the Requirement, against the published criteria
50	The bidder's response has only fully addressed 2 of the 4 component parts of the Response Guidance above, demonstrating their partial ability to meet the Requirement, against the published criteria
25	The bidder's response has only fully addressed 1 of the 4 component parts of the Response Guidance above, demonstrating their partial ability to meet the Requirement, against the published criteria
0	The bidder's response has addressed none of the 4 component parts of the Response Guidance above, demonstrating no ability to meet the Requirement, against the published criteria OR The bidder has failed to respond

Section C - Lot Specific Questions

AQC1 - Lot 1 Service Delivery and Readiness

How will you ensure that a consistent high quality service is delivered to meet Buyer satisfaction in relation to both content and delivery, and how will you ensure that you are able to effectively and rapidly mobilise resources for the successful delivery of Lot 1 including critical service requirements such as the Command and House Papers Service?

AQC1 Response guidance

If you are bidding for Lot 1 you must answer this question.

You are required to ensure a consistent high quality service is delivered to meet Buyer satisfaction in relation to both content delivery and account management services.

In addition, The Authority requires effective and rapid mobilisation of resources for the successful delivery of Lot 1 including critical service requirements such as the Command and House Papers service.

Please clearly demonstrate both how you will deliver a high quality Print Management Service and how you will ensure a smooth transition of Buyers from their current arrangements to the new Framework Contract to meet the requirement by fully addressing component parts a) to d) of the Response Guidance below:

- a. Your intended approach to ensure service readiness and robust governance for the provision of the Command and House Paper Service, including governance methodology, how you will ensure access to appropriately skilled resources, establishment of suitable processes, facilities and your intended approach to ensure compliance with the security requirements, in accordance with Framework Schedule 1 – Specification paragraph 4.3. Provision of Command and House Paper Service and Annex A.
- b. Your approach for ensuring compliance with Framework Schedule 1 – Specification 10.3. Supplier Personnel - Baseline Personnel Security Standards, and 10.4. Data Security Classifications and Standards and manage any risks.
- c. How you will implement a Buyer Contract to ensure a smooth transition, including understanding Buyers requirements, working with any incumbent Suppliers during the transition period, testing and risk mitigation in accordance with Framework Schedule 1 – Specification paragraph 4.6. Transition of services.
- d. Please clearly demonstrate how you will adequately resource quickly to meet demand and maintain and deliver a high quality and consistent service delivery for all Buyers including but not limited to:
 - Ensuring the resourcing of the team delivering the Buyer account management function are appropriately qualified and experienced.
 - Embedding training to support development and learning.
 - Ensuring adequately resource during peak periods.

In accordance with Framework Schedule 1 – Specification paragraph 4.2.3.3. Option 1: Level 1 Customer Service Team; on Suppliers Premises, 4.2.3.4. Option 2: Level

2 Bespoke Account Management Team; on Suppliers Premises and 4.2.3.5. Option 3: Level 3 Bespoke Account Management Team; on Buyers Premises.

Your response must 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 – 8000 characters including spaces and punctuation.

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.

You are required to insert your response to this question in the technical envelope in boxes C1(a), C1 (b), C1(c) and C1(d) each box has a character count of 2,000 characters.

Failure to put the correct response in the correct text boxes may result in a 0 score.

Marking scheme	Evaluation criteria
100	The bidder's response fully addresses all 4 of the component parts of the Response Guidance above demonstrating their full ability to meet the Requirement, against the published criteria
75	The bidder's response has only fully addressed 3 of the 4 component parts of the Response Guidance above, demonstrating their partial ability to meet the Requirement, against the published criteria
50	The bidder's response has only fully addressed 2 of the 4 component parts of the Response Guidance above, demonstrating their partial ability to meet the Requirement, against the published criteria
25	The bidder's response has only fully addressed 1 of the 4 component parts of the Response Guidance above, demonstrating their partial ability to meet the Requirement, against the published criteria
0	The bidder's response has addressed none of the 4 component parts of the Response Guidance above, demonstrating no ability to meet the Requirement, against the published criteria OR The bidder has failed to respond

AQC2 Lot 1 Strategic value, improvement and innovation

How will you take the lead in identifying and managing transformational change to improve, adapt, innovate and maximise value from the Framework Contract?

AQC2 Response guidance

If you are bidding for Lot 1 you must answer this question.

The Lot 1 supplier will be required over the life of the Framework Contract to improve, adapt, innovate and maximise value from the Framework Contract, leveraging value across all Buyer organisations to ensure benefits are provided to all Buyers. You will be required to take the lead in identifying and managing transformational change.

Please set out and clearly demonstrate your approach for continual review to ensure benefits are identified and implemented effectively by fully addressing component parts a) and b) of the Response Guidance below.

- a. How you will identify and support transformation across Buyers including leveraging spend and the development of paper strategy.
- b. How you will support buyers during the contract to adapt and manage significant changes in policies, requirements or external influences, as detailed in Framework Schedule 1 – Specification paragraphs 4.8.10 Value for money and continuous improvement and 4.8.12, 4.8.13 and 4.8.14.

Your response must be limited to, and focused on, each of the component parts of the question posed (a to b). 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 – 4000 characters including spaces and punctuation.

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.

You are required to insert your response to this question in the technical envelope in boxes C2(a) and C2(b) each box has a character count of 2,000 characters.

Failure to put the correct response in the correct text boxes may result in a 0 score.

Marking scheme

Evaluation criteria

100	The bidder's response fully addresses all 2 of the component parts of the Response Guidance above demonstrating their full ability to meet the Requirement, against the published criteria
50	The bidder's response has only fully addressed 1 of the 2 component parts of the Response Guidance above, demonstrating their partial ability to meet the Requirement, against the published criteria
0	The bidder's response has addressed none of the 2 component parts of the Response Guidance above, demonstrating no ability to meet the Requirement, against the published criteria OR The bidder has failed to respond

AQC3 Lot 2 Service Delivery and Readiness

How will you ensure that a consistent high quality service is delivered to meet Buyer satisfaction in relation to both content and delivery, and how will you ensure that you are able to mobilise resources to deliver the breadth of Services in accordance with Framework Schedule 1 – Specification.

AQC3 Response guidance

If you are bidding for Lot 2 you must answer this question.

You are required to ensure that a consistent high quality service is delivered to meet Buyer satisfaction in relation to both content and delivery across the breadth of Services required as described in the Framework Schedule 1 - Specification, including, pre-production Services, online ordering, storage and stock management, order fulfilment and distribution, direct mail and transactional print Services.

Please clearly demonstrate your approach to ensure that a consistent high quality service is delivered to meet Buyer satisfaction in relation to both content and delivery and ensuring service readiness so that you are able to mobilise adequate and suitable resources to meet the requirement by fully addressing component parts a) to d) of the Response Guidance below:

Your response must clearly demonstrate:

- a. Your approach for ensuring you are able to respond competitively to all further competitions both large and small value to ensure that Buyers receive competition from the market.
- b. How you will ensure compliance with Framework Schedule 1 - Specification 10.3. Supplier Personnel - Baseline Personnel Security Standards, and 10.4. Data Security, Classifications and Standards and manage any risks.

c. How you will implement a customer contract to ensure a successful launch including requirements gathering, ensuring appropriate level of resource is in place to manage fluctuating demands, testing, risk mitigation and launch. Please refer to Framework Schedule 1 – Specification paragraph 6.5. Implementation of Buyers Call-Off Contracts.

d) Please clearly demonstrate how you will maintain and deliver a high quality and consistent service delivery for all Buyers including but not limited to:

- Ensuring the resourcing of the team delivering the Buyer account management function are appropriately qualified and experienced.
- Embedding training to support development and learning.
- Ensuring adequate resource during peak periods.

In accordance with Framework Schedule 1 – Specification paragraph 6.2.3. Buyer Account Management Services minimum level.

Your response must 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 – 8000 characters including spaces and punctuation.

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.

You are required to insert your response to this question in the technical envelope in boxes C3(a), C3(b), C3(c) and C3(d) each box has a character count of 2,000 characters.

Failure to put the correct response in the correct text boxes may result in a 0 score.

Marking scheme	Evaluation criteria
100	The bidder's response fully addresses all 4 of the component parts of the Response Guidance above demonstrating their full ability to meet the Requirement, against the published criteria
75	The bidder's response has only fully addressed 3 of the 4 component parts of the Response Guidance above, demonstrating their partial ability to meet the Requirement, against the published criteria
50	The bidder's response has only fully addressed 2 of the 4 component parts of the Response Guidance above, demonstrating their partial ability to meet the Requirement, against the published criteria
25	The bidder's response has only fully addressed 1 of the 4 component parts of the Response Guidance above, demonstrating their partial ability to meet the Requirement, against the published criteria

0	The bidder's response has addressed none of the 4 component parts of the Response Guidance above, demonstrating no ability to meet the Requirement, against the published criteria OR The bidder has failed to respond
----------	--

SECTION D – PRICING

<p>AQD1 – Lot 1 Pricing (Applicable if you are bidding for Lot 1)</p>	
<p>AQD1 You are required to provide prices for a range of Services as detailed in Attachment 3 Lot 1 Price Matrix of the bid pack and in conformity with the instructions contained in Attachment 2 – How to Bid.</p>	
<p>Response guidance</p> <p>Please ensure you have read and understood the instructions provided for Lot 1 in the guidance tabs within the Attachment 3 Price Matrix and the pricing instructions contained in Attachment 2 – How to Bid.</p> <p>You must download Attachment 3a Lot 1 Price Matrix of the bid pack and complete it if you are bidding for Lot 1.</p> <p>For the avoidance of doubt, if you are bidding for both Lots you are expected to complete and submit the correct Attachment associated with each Lot. There should be only one (1) attachment per Lot in your response to both questions AQD1 Lot 1 and AQD2 Lot 2.</p> <p>Your price matrix will be scored as per the price evaluation process outlined in Attachment 2 – How to Bid.</p> <p>Failure to either:</p> <p style="padding-left: 40px;">a. fully complete the pricing matrix for Lot 1</p> <p style="padding-left: 40px;">OR</p> <p style="padding-left: 40px;">b. provide the pricing matrix for Lot 1</p> <p>may result in your tender being excluded from the competition for that Lot.</p> <p>Your submitted prices will be the maximum payable under this Framework Contract. Prices may be lowered at any point in time in Suppliers Service Offer(s) or Call-Off Tender in response to a Further Competition. Please refer to Framework Schedule 3 - Framework Prices</p> <p>Do not alter, amend or change the format or layout of the Attachment 3a Lot 1 Price Matrix.</p>	
Marking scheme	Evaluation criteria
PASS	You have selected option ‘Yes’ confirming that you have attached your completed Attachment 3a Lot 1 Price Matrix containing your submitted Framework Prices for Lot 1.

FAIL	You have selected option 'No' confirming that you have NOT attached your completed Attachment 3a Lot 1 Price Matrix containing your submitted Framework Prices for Lot 1.
-------------	---

AQD2 – Lot 2 Pricing (Applicable if you are bidding for Lot 2)

AQD2 You are required to provide prices for a range of Services as detailed in Attachment 3 Lot 2 Price Matrix of the bid pack and in conformity with the instructions contained in Attachment 2 – How to Bid.

<p>Response guidance</p> <p>Please ensure you have read and understood the instructions provided for Lot 2 in the guidance tabs within the Attachment 3 Price Matrix and the pricing instructions contained in Attachment 2 – How to Bid.</p> <p>You must download Attachment 3b Lot 2 Price Matrix of the bid pack and complete it if you are bidding for Lot 2.</p> <p>For the avoidance of doubt, if you are bidding for both Lots you are expected to complete and submit the correct Attachment associated with each Lot. There should be only one (1) attachment per Lot in your response to both questions AQD1 Lot 1 and AQD2 Lot 2.</p> <p>Your price matrix will be scored as per the price evaluation process outlined in Attachment 2 – How to Bid.</p> <p>Failure to either:</p> <p style="padding-left: 40px;">a. fully complete the pricing matrix for Lot 2</p> <p style="padding-left: 40px;">OR</p> <p style="padding-left: 40px;">b. provide the pricing matrix for Lot 2</p> <p>may result in your tender being excluded from the competition for that Lot.</p> <p>Your submitted prices will be the maximum payable under this Framework Contract. Prices may be lowered at any point in time in Suppliers Service Offer(s) or Call-Off Tender in response to a Further Competition. Please refer to Framework Schedule 3 - Framework Prices</p> <p>Do not alter, amend or change the format or layout of the Attachment 3b Lot 2 Price Matrix.</p>
--

Marking scheme	Evaluation criteria
-----------------------	----------------------------

PASS	You have selected option 'Yes' confirming that you have attached your completed Attachment 3b Lot 2 Price Matrix containing your submitted Framework Prices for Lot 2.
FAIL	You have selected option 'No' confirming that you have NOT attached your completed Attachment 3b Lot 2 Price Matrix containing your submitted Framework Prices for Lot 2.