



Crown  
Commercial  
Service

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

**CROWN TRAVEL & VENUE SERVICES**

**REFERENCE NUMBER**

**RM 3735**

**ATTACHMENT 3**

# AWARD QUESTIONNAIRE RESPONSE GUIDANCE, EVALUATION AND MARKING SCHEME

## 1 INTRODUCTION

- 1.1 This document provides an overview of the methodology which will be adopted by the Contracting Authority to evaluate your response to each question set out within this 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 Potential Provider.
- 1.2 The defined terms used in the ITT document (Attachment 1) shall apply to this document.

## 2 OVERVIEW

- 2.1 The Award Questionnaire is broken down into the following sections:
- SECTION A – MANDATORY REQUIREMENTS
- SECTION B – SCORED QUESTIONS
- SECTION C - DATA SECURITY SPECIFIC QUESTIONS
- 2.2 Failure to provide a response to any applicable question of the Award Questionnaire will be deemed to be non-compliant. Please see the ITT (attachment 1) for further information on non-compliant Tenders.
- 2.3 If a Tender is deemed to have failed to meet the Minimum Quality Threshold of **360** the Tenderer will not proceed to the next stage and you will be excluded from further participation in this procurement as per paragraph 10.5 of Attachment 1 – Invitation to Tender.
- 2.4 To assist you with identifying the award questions you are required to complete, the table below summarises the question by Contract. You should note that for every Contract you bid for the relevant questions must be fully completed, for example if you are bidding for Contracts 1 and 4 then all questions for those two Contracts as detailed in the table must be completed;

Contract 1	Questions
	AQA1 to AQA18
	AQB1 to AQB8
	AQB9
Contract 2	AQA19 to AQA40
	AQB1 to AQB8
	AQB9

Contract 3	AQA41 to AQA63
	AQB1 to AQB8
	AQB9
Contract 4	AQA64 to AQA78
	AQB1 to AQB8
	AQB10

- 2.5 You should note that whilst you can bid for any or all of the 4 individual contracts you can only be awarded one of Contracts 1, 2 and 3 plus Contract 4.
- 2.6 A summary of all the questions contained within the Award Questionnaire, along with the Marking Scheme and Maximum Score Available (where applicable) for each question is set out below.

<b>SECTION A – Mandatory Requirements</b>		
<b>Contract 1 Mandatory Requirements and Marking Scheme</b>		
AQA1	Security	PASS / FAIL
AQA2	Implementation & Go Live	PASS / FAIL
AQA3	Online Booking System and Offline Service Access and Capability	PASS / FAIL
AQA4	Ticketing Options and Booking Confirmation	PASS / FAIL
AQA5	Booking Amendments, Exchanges, Cancellations and Refunds	PASS / FAIL
AQA6	Payments and Invoicing	PASS / FAIL
AQA7	Account Management	PASS / FAIL
AQA8	Management Information and Data Reporting	PASS / FAIL
AQA9	Complaints Procedure	PASS / FAIL
AQA10	Sustainability and Environmental Impact	PASS / FAIL
AQA11	Business Continuity and Crisis Management	PASS / FAIL
AQA12	Assurance Management System	PASS / FAIL
AQA13	Transition and Exit Management	PASS / FAIL
AQA14	Additional Requirements	PASS / FAIL
AQA15	International Vehicle Hire	PASS / FAIL
AQA16	Airport, Railway Station Parking	PASS / FAIL
AQA17	Feedback	PASS / FAIL
AQA18	Contract Access	PASS / FAIL
<b>Contract 2 – Mandatory Requirements and Marking Scheme</b>		
AQA19	Security	PASS / FAIL
AQA20	Implementation and Go Live	PASS / FAIL
AQA21	Online Booking System and Offline Service Access and Capability	PASS / FAIL
AQA22	Ticketing Options and Booking Confirmation	PASS / FAIL
AQA23	Booking Amendments, Exchanges, Cancellations and Refunds	PASS / FAIL
AQA24	Payments and Invoicing	PASS / FAIL

AQA25	Account Management	PASS / FAIL
AQA26	Management Information and Data Reporting	PASS / FAIL
AQA27	Complaints Procedure	PASS / FAIL
AQA28	Sustainability and Environmental Impact	PASS / FAIL
AQA29	Business Continuity and Crisis Management	PASS / FAIL
AQA30	Assurance Management System	PASS / FAIL
AQA31	Transition and Exit Management	PASS / FAIL
AQA32	Additional Requirements	PASS / FAIL
AQA33	Visa, Passport and Currency Services	PASS / FAIL
AQA34	Airport, Railway Station and Port Parking	PASS / FAIL
AQA35	Other Requirements including Bus / Public Transport, Coach Tickets and Coach Hire with Driver	PASS / FAIL
AQA36	Ferry Bookings	PASS / FAIL
AQA37	Taxi Bookings	PASS / FAIL
AQA38	Executive Services	PASS / FAIL
AQA39	Feedback	PASS / FAIL
AQA40	Contract Access	PASS / FAIL
<b>Contract 3 – Mandatory Requirements and Marking Scheme</b>		
AQA41	Security	PASS / FAIL
AQA42	Implementation and Go Live	PASS / FAIL
AQA43	Online Booking System and Offline Service Access and Capability	PASS / FAIL
AQA44	Ticketing Options and Booking Confirmation	PASS / FAIL
AQA45	Booking Amendments, Exchanges, Cancellations and Refunds	PASS / FAIL

AQA46	Payments and Invoicing	PASS / FAIL
AQA47	Account Management	PASS / FAIL
AQA48	Management Information and Data Reporting	PASS / FAIL
AQA49	Complaints Procedure	PASS / FAIL
AQA50	Sustainability and Environmental Impact	PASS / FAIL
AQA51	Business Continuity and Crisis Management	PASS / FAIL
AQA52	Assurance Management System	PASS / FAIL
AQA53	Transition and Exit Management	PASS / FAIL
AQA54	Additional Requirements	PASS / FAIL
AQA55	Air Chartering	PASS / FAIL
AQA56	Visa, Passport and Currency Services	PASS / FAIL
AQA57	Airport, Railway Station and Port Parking	PASS / FAIL
AQA58	Other Requirements including Bus / Public Transport, Coach Tickets and Coach Hire with Driver	PASS / FAIL
AQA59	Ferry Bookings	PASS / FAIL
AQA60	Taxi Bookings	PASS / FAIL
AQA61	Executive Services	PASS / FAIL
AQA62	Flexi-Travel Scheme For Home Civil Servants on Overseas Postings	PASS / FAIL
AQA63	Feedback	PASS / FAIL
AQA64	Contract Access	PASS / FAIL
<b>Contract 4 – Mandatory Requirements and Marking Scheme</b>		
AQA65	Security	PASS / FAIL
AQA66	Implementation and Go Live	PASS / FAIL

AQA67	Offline Service(s) Access and Capability and Online Service Development	PASS / FAIL
AQA68	Venue Management	PASS / FAIL
AQA69	Booking Confirmation	PASS / FAIL
AQA70	Booking Amendments, Cancellations and Refunds	PASS / FAIL
AQA71	Payments and Invoicing	PASS / FAIL
AQA72	Account Management	PASS / FAIL
AQA73	Management Information and Data Reporting	PASS / FAIL
AQA74	Complaints Procedure	PASS / FAIL
AQA75	Sustainability and Environmental Impact	PASS / FAIL
AQA76	Business Continuity and Crisis Management	PASS / FAIL
AQA77	Assurance Management System	PASS / FAIL
AQA78	Transition and Exit Management	PASS / FAIL
AQA79	Contract Access	PASS / FAIL

		Marking Scheme	Weighting (%)
<b>SECTION B - Scored Questions (ALL CONTRACTS)</b>			
AQB1	Implementation	100/75/50/25/0	15%
AQB2	Contract Management and Management Information	100/75/50/25/0	10%
AQB3	Business Continuity and Crisis Management	100/75/50/25/0	10%
AQB4	Complaints Handling and Resolution	100/75/50/25/0	10%
AQB5	Sustainability and Environmental Impact	100/75/50/25/0	10%
AQB6	Invoicing and Payments	100/75/50/25/0	10%
AQB7	Resources	100/75/50/25/0	10%

AQB8	Programme Management and Continuous Improvement	100/75/50/25/0	10%
<b>CONTRACT 1, CONTACT 2 AND CONTRACT 3 SPECIFIC QUESTION</b>			
AQB9	Service Access and Capability	100/75/50/25/0	15%
<b>CONTRACT 4 SPECIFIC QUESTION</b>			
AQB10	Service Access and Capability	100/75/50/25/0	15%

		<b>Marking Scheme</b>	<b>This is for information only</b>
<b>SECTION C - DATA SECURITY</b>			
AQC1	Application Of Security Principles		<b>This is for information only (see section 11 of the ITT (attachment 1) for further information)</b>
AQC2	Secure Through Life Delivery Of Security Principles		<b>This is for information only (see section 11 of the ITT (attachment 1) for further information)</b>

<b>SECTION A – MANDATORY QUESTIONS</b>
<b>[AQA1] – [AQA18] MANDATORY REQUIREMENTS – CONTRACT 1</b>
<p>The Contracting Authority requires the Potential Provider to provide a Business Travel Booking and Management Service which meets <b>ALL</b> the mandatory requirements for Contract 1 which are listed below AQA1 to AQA18. For clarity question AQA1 is concerned with the supply of the Service from the <a href="#">Contract Commencement Date</a>, while questions AQA2 to AQA18 relate to the provision of the Service from the implementation of the Contract.</p> <p>Please select option <b>YES</b> or <b>NO</b> for each mandatory requirement listed below AQA1 to AQA18 to indicate whether you will or will not be able or willing to provide the mandatory requirements listed below AQA1 to AQA18.</p>



<b>CONTRACT 1</b> Question Number / Contract Reference		<b>Mandatory Requirement</b>	<b>Response Required</b>
AQA1	3.1	Security	Yes/No
AQA2	3.2	Implementation & Go Live	Yes/No
AQA3	3.3	Online Booking System and Offline Service Access and Capability	Yes/No
AQA4	3.4	Ticketing Options and Booking Confirmation	Yes/No
AQA5	3.5	Booking Amendments, Exchanges, Cancellations and Refunds	Yes/No
AQA6	3.6	Payments and Invoicing	Yes/No
AQA7	3.7	Contract Account Management	Yes/No
AQA8	3.8	Management Information and Data Reporting	Yes/No
AQA9	3.9	Complaints Procedure	Yes/No
AQA10	3.10	Sustainability and Environmental Impact	Yes/No
AQA11	3.11	Business Continuity and Crisis Management	Yes/No
AQA12	3.12	Assurance Management System	Yes/No
AQA13	3.13	Transition and Exit Management	Yes/No
AQA14	4.1	Additional Process Requirements	Yes/No
AQA15	4.2	International Vehicle Hire	YES/NO
AQA16	4.3	Airport, Railway Station Parking	YES/NO
AQA17	5.	Feedback	YES/NO
AQA18	6.	Contract Access	YES/NO
<b>[AQA1 to AQA18] Response Guidance</b> <b>All Potential Providers for Contract 1 must answer ALL questions AQA1 through to AQA18</b>			

**All questions AQA1 through to AQA18 are PASS/FAIL questions. If you fail to select option YES to a mandatory requirement AQA1 through to AQA18, you will be unable to continue in this Procurement for Contract 1.**

You are required to select either option **YES** or **NO** from the drop-down menu in the table, for each mandatory requirement AQA1 through to AQA18

Providing a **YES** response to AQA1 through to AQA18 means that you will, and will be willing, to provide a Business Travel Booking and Management Service (for Contract 1) which meets **ALL** the mandatory requirements which are set out in Attachment 8 - Contract 1 Schedule 2: Services and Key Performance Indicators Part A: Specification Of Requirements; AQA1 from the Contract Commencement Date and AQA2 through to AQA18 from the implementation date.

If you will not be able, or you will not be willing, to provide a Business Travel Booking and Management Service which meets **ALL** the mandatory requirements which are set out in Attachment 8 - Contract 1 Schedule 2: Services and Key Performance Indicators Part A: Specification Of Requirements; AQA1 from the Contract Commencement Date and AQA2 through to AQA18 from the implementation date and select **NO** to one or more mandatory requirements AQA1 through to AQA18 then you will be unable to continue in this Procurement for Contract 1.

Marking Scheme	Evaluation Guidance
<b>PASS</b>	You have selected option <b>YES</b> confirming that you will, and will be willing, to provide a Business Travel Booking and Management Service which meets <b>ALL</b> the mandatory requirements which are set out in Attachment 8 - Contract 1 Schedule 2: Services and Key Performance Indicators Part A: Specification Of Requirements, AQA1 from the Contract Commencement Date and AQA2 to AQA18 from the implementation date of any Contract.
<b>FAIL</b>	You have selected option <b>NO</b> confirming that you will not be willing, or will not be able, to provide a Business Travel Booking and Management Service which meets <b>ALL</b> the mandatory requirements which are set out in Attachment 8 - Contract 1 Schedule 2: Services and Key Performance Indicators Part A: Specification Of Requirements, AQA1 from the Contract Commencement Date and AQA2 to AQA18 from the implementation date.  OR  You have not answered this question.

## [AQA19] – [AQA40] MANDATORY REQUIREMENTS – CONTRACT 2

The Contracting Authority requires the Potential Provider to provide a Business Travel Booking and Management Service which meets ALL the Mandatory Requirements for Contract 2 which are listed below AQA19 to AQA40. For clarity question AQA19 is concerned with the supply of the Service from the Contract Commencement Date, while questions AQA20 to AQA40 relate to the provision of the Service from the implementation of the Contract.

Please select option **YES** or **NO** for each mandatory requirement listed below AQA19 to AQA40 to indicate whether you will or will not be able or willing to provide the mandatory requirements listed below AQA19 to AQA40.

CONTRACT 2 Question Number / Contract Reference		Mandatory Requirement	Response Required
AQA19	3.1	Security	YES/NO
AQA20	3.2	Implementation and Go Live	YES/NO
AQA21	3.3	Online Booking System and Offline Service Access and Capability	YES/NO
AQA22	3.4	Ticketing Options and Booking Confirmation	YES/NO
AQA23	3.5	Booking Amendments, Exchanges, Cancellations and Refunds	YES/NO
AQA24	3.6	Payments and Invoicing	YES/NO
AQA25	3.7	Account Management	YES/NO
AQA26	3.8	Management Information and Data Reporting	YES/NO
AQA27	3.9	Complaints Procedure	YES/NO
AQA28	3.10	Sustainability and Environmental Impact	YES/NO
AQA29	3.11	Business Continuity and Crisis Management	YES/NO
AQA30	3.12	Assurance Management System	YES/NO
AQA31	3.13	Transition and Exit Management	YES/NO
AQA32	4.1	Additional Process Requirements	YES/NO

AQA33	4.2	Visa, Passport and Currency Services	YES/NO
AQA34	4.3	Airport, Railway Station and Port Parking	YES/NO
AQA35	4.4	Other Requirements including Bus / Public Transport, Coach Tickets and Coach Hire with Driver	YES/NO
AQA36	4.5	Ferry Bookings	YES/NO
AQA37	4.6	Taxi Bookings	YES/NO
AQA38	4.7	Executive Services	YES/NO
AQA39	5.	Feedback	YES/NO
AQA40	6.	Contract Access	YES/NO

#### **[AQA19 to AQA40] Response Guidance**

**All Potential Providers for Contract 2 must answer ALL questions AQA19 to AQA40**

**All questions AQA19 to AQA40 are PASS/FAIL questions. If you fail to select option YES to a mandatory requirement AQA19 to AQA40, you will be unable to continue in this Procurement for Contract 2.**

You are required to select either option **YES** or **NO** from the drop-down menu in the table, for each mandatory requirement AQA19 to AQA40

Providing a **YES** response to AQA19 to AQA40 means that you will, and will be willing, to provide a Business Travel Booking and Management Service (for Contract 2) which meets **ALL** the mandatory requirements listed which are set out in Attachment 9 - Contract 2 Schedule 2: Services and Key Performance Indicators Part A: Specification Of Requirements, AQA19 from the Contract Commencement Date and AQA20 to AQA40 from the implementation date.

If you will not be able, or you will not be willing, to provide a Business Travel Booking and Management Service which meets **ALL** the mandatory requirements which are set out in Attachment 9 - Contract 2 Schedule 2: Services and Key Performance Indicators Part A: Specification Of Requirements, AQA19 from the Contract Commencement Date, AQA20 to AQA40 from the implementation date, and select **NO** to one or more mandatory requirements AQA19 to AQA40, then you will be unable to continue in this Procurement for Contract 2.

<b>Marking Scheme</b>	<b>Evaluation Guidance</b>
<b>PASS</b>	You have selected option <b>YES</b> confirming that you will, and will be willing, to provide a Business Travel Booking and Management Service which meets <b>ALL</b> the mandatory

	requirements which are set out in Attachment 9 - Contract 2 Schedule 2: Services and Key Performance Indicators Part A: Specification Of Requirements, AQA19 from the Contract Commencement Date and AQA20 to AQA40 from the implementation date.
<b>FAIL</b>	<p>You have selected option <b>NO</b> confirming that you will not be willing, or will not be able, to provide a Business Travel Booking and Management Service which meets <b>ALL</b> the mandatory requirements which are set out in Attachment 9 - Contract 2 Schedule 2: Services and Key Performance Indicators Part A: Specification Of Requirements, AQA19 from the Contract Commencement Date and AQA20 to AQA40 from the implementation date.</p> <p>OR</p> <p>You have not answered this question.</p>

[AQA41] – [AQA64] MANDATORY REQUIREMENTS – CONTRACT 3			
<p>The Contracting Authority requires the Potential Provider to provide a Business Travel Booking and Management Service which meets ALL the Mandatory Requirements for Contract 3 which are listed below AQA41 to AQA63. For clarity question AQA41 is concerned with the supply of the Service from the Contract Commencement Date, while questions AQA42 to AQA63 relate to the provision of the Service from the implementation of the Contract.</p> <p>Please select option <b>YES</b> or <b>NO</b> for each mandatory requirement listed below AQA41 to AQA63 to indicate whether you will or will not be able or willing to provide the mandatory requirements listed below AQA41 to AQA63.</p>			
CONTRACT 3 Question Number / Contract Reference		Mandatory Requirement	Response Required
AQA41	3.1	Security	YES/NO
AQA42	3.2	Implementation and Go Live	YES/NO
AQA43	3.3	Online Booking System and Offline Service Access and Capability	YES/NO
AQA44	3.4	Ticketing Options and Booking Confirmation	YES/NO
AQA45	3.5	Booking Amendments, Exchanges, Cancellations and Refunds	YES/NO

AQA46	3.6	Payments and Invoicing	YES/NO
AQA47	3.7	Contract Account Management	YES/NO
AQA48	3.8	Management Information and Data Reporting	YES/NO
AQA49	3.9	Complaints Procedure	YES/NO
AQA50	3.10	Sustainability and Environmental Impact	YES/NO
AQA51	3.11	Business Continuity and Crisis Management	YES/NO
AQA52	3.12	Assurance Management System	YES/NO
AQA53	3.13	Transition and Exit Management	YES/NO
AQA54	4.1	Additional Process Requirements	YES/NO
AQA55	4.2	Air Chartering	YES/NO
AQA56	4.3	Visa, Passport and Currency Services	YES/NO
AQA57	4.4	Airport, Railway Station and Port Parking	YES/NO
AQA58	4.5	Other requirements including Bus / Public Transport, Coach Tickets and Coach Hire with Driver	YES/NO
AQA59	4.6	Ferry Bookings	YES/NO
AQA60	4.7	Taxi Bookings	YES/NO
AQA61	4.8	Executive Services	YES/NO
AQA62	4.9	Flexi-Travel Scheme For Home Civil Servants on Overseas Postings	YES/NO
AQA63	5.	Feedback	YES/NO
AQA64	6.	Contract Access	YES/NO

**[AQA41 to AQA64] Response Guidance**

**All Potential Providers for Contract 3 must answer ALL questions AQA41 to AQA64**

**All questions AQA41 to AQA64 are PASS/FAIL questions. If you fail to select option YES to a mandatory requirement AQA41 to AQA64, you will be unable to continue in**

**this Procurement for Contract 3 .**

You are required to select either option **YES** or **NO** from the drop-down menu in the table, for each mandatory requirement AQA41 to AQA64

Providing a **YES** response to AQA41 to AQA64 means that you will, and will be willing, to provide a Business Travel Booking and Management Service (for Contract 3) which meets **ALL** the mandatory requirements which are set out in Attachment 10 - Contract 3 Schedule 2: Services and Key Performance Indicators Part A: Specification Of Requirements, AQA41 from the Contract Commencement Date and AQA42 to AQA64 from the implementation date.

If you will not be able, or you will not be willing, to provide a Business Travel Booking and Management Service which meets **ALL** the mandatory requirements which are set out in Attachment 10 - Contract 3 Schedule 2: Services and Key Performance Indicators Part A: Specification Of Requirements, AQA41 from the Contract Commencement Date, AQA42 to AQA64 from the implementation date, and select **NO** to one or more mandatory requirements AQA41 to AQA64, then you will be unable to continue in this Procurement for Contract 3.

Marking Scheme	Evaluation Guidance
<b>PASS</b>	You have selected option <b>YES</b> confirming that you will, and will be willing, to provide a Business Travel Booking and Management Service which meets <b>ALL</b> the mandatory requirements which are set out in Attachment 10 - Contract 3 Schedule 2: Services and Key Performance Indicators Part A: Specification Of Requirements, AQA41 from the Contract Commencement Date and AQA42 to AQA64 from the implementation date of any Contract.
<b>FAIL</b>	You have selected option <b>NO</b> confirming that you will not be willing, or will not be able, to provide a Business Travel Booking and Management Service which meets <b>ALL</b> the mandatory requirements which are set out in Attachment 10 - Contract 3 Schedule 2: Services and Key Performance Indicators Part A: Specification Of Requirements, AQA41 from the Contract Commencement Date and AQA42 to AQA64 from the implementation date of any Contract.  OR  You have not answered this question.

#### [AQA65] – [AQA79] MANDATORY REQUIREMENTS – CONTRACT 4

The Contracting Authority requires the Potential Provider to provide Meeting and Conference Venue Services which meet ALL the Mandatory Requirements for Contract 4 which are listed below AQA65 to AQA79. For clarity question AQA65 is concerned with the supply of the Service from the Contract Commencement Date, while questions AQA66 to AQA79 relate to the provision of the Service from the implementation of the Contract.

Please select option **YES** or **NO** for each mandatory requirement listed below AQA65 to AQA78 to indicate whether you will or will not be able or willing to provide the mandatory requirements listed below AQA65 to AQA78.

<b>CONTRACT 4</b> Question Number / Contract Reference		<b>Mandatory Requirement</b>	<b>Response Required</b>
AQA65	3.1	Security	Yes/No
AQA66	3.2	Implementation and Go Live	Yes/No
AQA67	3.3	Offline Service(s) Access and Capability and Online Service Development	Yes/No
AQA68	3.4	Venue Management	Yes/No
AQA69	3.5	Booking Confirmation	Yes/No
AQA70	3.6	Booking Amendments, Cancellations and Refunds	Yes/No
AQA71	3.7	Payments and Invoicing	Yes/No
AQA72	3.8	Contract Account Management	Yes/No
AQA73	3.9	Management Information and Data Reporting	Yes/No
AQA74	3.10	Complaints Procedure	Yes/No
AQA75	3.11	Sustainability and Environmental Impact & Corporate Social Responsibility	Yes/No
AQA76	3.12	Business Continuity and Crisis Management	Yes/No
AQA77	3.13	Assurance Management System	Yes/No



AQA78	3.14	Transition and Exit Management	Yes/No
AQA79	5..	Contract Access	Yes/No

**[AQA65 to AQA79] Response Guidance**

**All Potential Providers for Contract 4 must answer ALL questions AQA65 to AQA79**

**All questions AQA65 to AQA79 are PASS/FAIL questions. If you fail to select option YES to a mandatory requirement AQA65 to AQA79, you will be unable to continue in this Procurement for Contract 4 .**

You are required to select either option **YES** or **NO** from the drop-down menu in the table, for each mandatory requirement AQA65 to AQA79

Providing a **YES** response to AQA65 to AQA79 means that you will, and will be willing, to provide Meeting and Conference Venue Services which meet **ALL** the mandatory requirements which are set out in Attachment 11 - Contract 4 Schedule 2: Services and Key Performance Indicators Part A: Specification Of Requirements, AQA65 from the Contract Commencement Date and AQA66 to AQA79 from the implementation date

If you will not be able, or you will not be willing, to provide Meeting and Conference Venue Services which meet **ALL** the mandatory requirements which are set out in Attachment 11 - Contract 4 Schedule 2: Services and Key Performance Indicators Part A: Specification Of Requirements, AQA65 from the Contract Commencement Date, AQA66 to AQA79 from the implementation date, and select **NO** to one or more mandatory requirements AQA65 to AQA79, then you will be unable to continue in this Procurement for Contract 4.

Marking Scheme	Evaluation Guidance
<b>PASS</b>	You have selected option <b>YES</b> confirming that you will, and will be willing, to provide a Meeting and Conference Venue Services which meet <b>ALL</b> the mandatory requirements which are set out in Attachment 11 - Contract 4 Schedule 2: Services and Key Performance Indicators Part A: Specification Of Requirements, AQA65 from the Contract Commencement Date, AQA66 to AQA79 from the implementation date of any Contract.
<b>FAIL</b>	You have selected option <b>NO</b> confirming that you will not be willing, or will not be able, to provide Meeting and Conference Venue Services which meet <b>ALL</b> the mandatory requirements which are set out in Attachment 11 - Contract 4 Schedule 2: Services and Key Performance Indicators Part A: Specification Of Requirements, AQA65 from the Contract Commencement Date, AQA66 to AQA79 from the implementation date of any Contract.  OR You have not answered this question.

## **SECTION B – SCORED QUESTIONS**

### **[AQB1] IMPLEMENTATION FOR CONTRACTS 1, 2, 3 and 4**

The Contracting Authority requires that Potential Providers demonstrate how they will effectively undertake the Implementation Plan as detailed in paragraph 3.2 of Attachment 8 - Contract 1 Schedule 2: Services Part A: Specification Of Requirements, paragraph 3.2 of Attachment 9 - Contract 2 Schedule 2: Services Part A: Specification Of Requirements, paragraph 3.2 of Attachment 10 - Contract 3 Schedule 2: Services Part A: Specification Of Requirements and paragraph 3.2 of Attachment 11 - Contract 4 Schedule 2: Services Part A: Specification Of Requirements so that a smooth transition is effected for all Contracting Customer (s) as they move to secure their Business Travel Booking and Management OR Meeting and Conference Venue (as the case may be) Services under the contracting structure of this Contract.

**Maximum character count – 8192 character including spaces and punctuation.**

### **[AQB1] Response Guidance**

**All Potential Providers must answer this question.**

You must insert your response into the text field's in the e-Sourcing Suite.

In response to this question Potential Providers must clearly set out the methodologies they intend to deploy for executing the Implementation Plan including providing an overview of the end to end processes. Responses should:

- a) demonstrate the experience and capacity of the suitably qualified resource (Manager & team) that you propose will lead and deliver the Implementation process
- b) describe the methodology that will ensure that appropriate resource and infrastructure requirements will be made available to support the Implementation Plan
- c) describe the complete end to end implementation plan and process, including but not limited to communication, connectivity, testing and training that you will put in place to ensure that Contracting Customer'(s) Implementation Plan and Go Live dates are met and that any 'lessons learned' are applied to future implementations
- d) demonstrate how you would work co-operatively with the incumbent supplier (s) to ensure a systematic, planned and robust transfer

Responses should be limited to, and focused on the question posed. Potential Providers should refrain from making generalised statements and providing information not relevant to the topic. Additional documents will not be taken into account.

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 points in this Response Guidance in the order they are listed above and highlight which point (a to d) you are responding to.

**Maximum character count – 8192 character including spaces and punctuation. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.**

<b>Marking Scheme</b>	<b>Evaluation Guidance</b>
<b>100</b>	The Potential Provider's response fully and satisfactorily addresses all 4 of the component parts (a to d) of the response guidance above.
<b>75</b>	The Potential Provider's response fully and satisfactorily addresses only 3 of the 4 component parts (a to d) of the response guidance above.
<b>50</b>	The Potential Provider's response fully and satisfactorily addresses only 2 of the 4 component parts (a to d) of the response guidance above.
<b>25</b>	The Potential Provider's response fully and satisfactorily addresses only 1 of the 4 component parts (a to d) of the response guidance above.
<b>0</b>	The Potential Provider's response has not fully and satisfactorily addressed any of the 4 component parts (a to d) of the response guidance above. OR A response has not been provided to this question.

## **[AQB2] ACCOUNT MANAGEMENT AND MANAGEMENT INFORMATION FOR CONTRACTS 1, 2, 3 and 4**

The Contracting Authority requires the Potential Provider to provide a Contract Account management service to the Contracting Authority and the Contracting Customer(s) as set out in paragraph 3.7 of Attachment 8 - Contract 1 Schedule 2: Services Part A: Specification Of Requirements, paragraph 3.7 of Attachment 9 - Contract 2 Schedule 2: Services Part A: Specification Of Requirements, paragraph 3.7 of Attachment 10 - Contract 3 Schedule 2: Services Part A: Specification Of Requirements and paragraph 3.8 of Attachment 11 - Contract 4 Schedule 2: Services Part A: Specification Of Requirements

Please outline the process you will have in place which demonstrates how you will provide a Contract Management service to the Contracting Authority and Contracting Customer(s).

**Maximum character count – 8192 character including spaces and punctuation.**

### **[AQB2] Response Guidance**

**All Potential Providers must answer this question.**

You must insert your response into the text field's in the e-Sourcing Suite.

Potential Providers must clearly set out their proposed approach to Contract Management including staffing arrangements, organisational structure and how the team will be mobilised in order to ensure a seamless account management function which is equally effective at both Contracting Authority level and across multiple customer sites. Potential Providers must also provide an overview of their account management process and must demonstrate how the Account Management function will support the Contracting Customer with accurate management information reporting aligned to agreed Key Performance Indicators, Service Level Agreements and continuous improvement goals and objectives. Potential Providers must also:

- a) demonstrate how you will undertake the appointment of a suitably qualified and proportionate Contract Manager / Contract Management team, how they will be structured and how they will work together to ensure a seamless Contract Management function to the Contracting Authority and Contracting Customer(s)
- b) demonstrate how, through your Contract management process, you will proactively support the variable needs of Contracting Customer(s) through monitoring the performance of each Contracting Customer(s) travel programme to ensure that expectations are met, service is current and relevant and that best approaches can be applied across each area.
- c) demonstrate how data will be interrogated by the Contract Manager(s) for the creation of intelligence led recommendations
- d) demonstrate the reporting capability of your systems to include the ability to

provide agreed reporting for individual Contracting Customer(s) as identified in the Enabling Agreement and Pick List, your strategy for collating and distributing standard reports and the processes to ensure that data is timely, accurate and defined to each contracting Customer with regards to reporting fields and department names

Responses should be limited to, and focused on the question posed. Potential Providers should refrain from making generalised statements and providing information not relevant to the topic. Additional documents will not be taken into account.

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 points in this Response guidance in the order they are listed above and highlight which point (a to d) you are responding to.

**Maximum character count – 8192 character including spaces and punctuation. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.**

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response fully and satisfactorily addresses all 4 of the component parts (a to d) of the response guidance above.
75	The Potential Provider's response fully and satisfactorily addresses only 3 of the 4 component parts (a to d) of the response guidance above.
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25	The Potential Provider's response fully and satisfactorily addresses only 1 of the 4 component parts (a to d) of the response guidance above.
0	The Potential Provider's response has not fully and satisfactorily addressed any of the 4 component parts (a to d) of the response guidance above. OR A response has not been provided to this question.

**[AQB3] BUSINESS CONTINUITY AND CRISIS MANAGEMENT FOR CONTRACTS 1, 2, 3 and 4**

The Contracting Authority requires the Potential Provider to maintain the delivery of Services during periods of unplanned unavailability of the Online Booking System and Offline Service.

The Contracting Authority requires the Potential Provider to support the delivery of the services in the event of disruption of significant scale and impact (crisis) e.g. ash cloud.  
**Maximum character count – 8192 character including spaces and punctuation.**

**[AQB3] Response Guidance**

**All Potential Providers must answer this question.**

You must insert your response into the text field's in the e-Sourcing Suite.

Your response should clearly demonstrate the processes you will have in place to maintain the delivery of services during periods of unplanned unavailability and to support delivery of services in the event of a crisis. Your response should:

- a) demonstrate the process of how you will maintain the delivery of Services during periods of unplanned unavailability of the Online Booking system and Offline Service including how you will manage any additional capacity required to support increased demands offline in periods of unavailability and communicate with the Contracting Authority, Contracting Customer(s) and where appropriate, travellers
- b) demonstrate what measures you will take to ensure that your Business Continuity process is both effective and relevant and includes testing, auditing, reviewing and updating
- c) demonstrate how you will track, report and provide support to the delivery of service in the event of a crisis incident
- d) demonstrate what measures you will take to ensure that your Crisis Management process is both effective and relevant and includes testing, auditing, reviewing and updating

Responses should be limited to, and focused on the question posed. Potential Providers should refrain from making generalised statements and providing information not relevant to the topic. Additional documents will not be taken into account.

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 points in this Response guidance in the order they are listed above and highlight which point (a to d) you are responding to.

**Maximum character count – 8192 character including spaces and punctuation. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.**

<b>Marking Scheme</b>	<b>Evaluation Guidance</b>
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<b>0</b>	The Potential Provider's response has not fully and satisfactorily addressed any of the 4 component parts (a to d) of the response guidance above. OR A response has not been provided to this question.

## **AQB4 COMPLAINTS HANDLING AND RESOLUTION FOR CONTRACTS 1, 2, 3 and 4**

The Contracting Authority requires the Potential Provider to operate and maintain a clearly defined process for the management of complaints received from Bookers, Travellers, Contracting Customer(s), Third Party Providers and the Authority, as set out in paragraph 3.9 of Attachment 8 - Contract 1 Schedule 2: Services Part A: Specification Of Requirements, paragraph 3.9 of Attachment 9 - Contract 2 Schedule 2: Services Part A: Specification Of Requirements, paragraph 3.9 of Attachment 10 - Contract 3 Schedule 2: Services Part A: Specification Of Requirements and paragraph 3.10 of Attachment 11 - Contract 4 Schedule 2: Services Part A: Specification Of Requirements

Please outline the process that you will have in place for managing complaints which are received from Travellers, Contracting Customer(s) and the Authority.

**Maximum character count – 8192 character including spaces and punctuation.**

### **AQB4 Response Guidance**

**All Potential Providers must answer this question.**

You must insert your response into the text field's in the e-Sourcing Suite

Your response should clearly demonstrate the process that you will have in place for managing complaints that are received from Bookers / Travellers, Delegates, Contracting Customer (s) and the Contracting Authority your response must :

- a) describe the process of how you will record, acknowledge and analyse complaints received directly from Bookers, Travellers, Delegates and Contracting Customers and proactively source feedback from third party suppliers
- b) demonstrate how you will deliver effective and timely responses to ensure that complaints are resolved within the timescales specified
- c) demonstrate how you will manage and track progress of individual complaints from initiation to resolution, including the escalation process you will have in place to support, and ensure a satisfactory resolution which is mutually acceptable to both parties has been agreed
- d) demonstrate how you will identify themes across all complaints to identify corrective action and improvement on a pan Contracting Customer basis

Responses should be limited to, and focused on the question posed. Potential Providers should refrain from making generalised statements and providing information not relevant to the topic. Additional documents will not be taken into account.



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 points in this response guidance in the order they are listed above and highlight which point (a to d) you are responding to.

**Maximum character count – 8192 character including spaces and punctuation. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.**

<b>Marking Scheme</b>	<b>Evaluation Guidance</b>
<b>100</b>	The Potential Provider's response fully and satisfactorily addresses all 4 of the component parts (a to d) of the response guidance above.
<b>75</b>	The Potential Provider's response fully and satisfactorily addresses only 3 of the 4 component parts (a to d) of the response guidance above.
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<b>0</b>	The Potential Provider's response has not fully and satisfactorily addressed any of the 4 component parts (a to d) of the response guidance above. OR A response has not been provided to this question.

## **AQB5 SUSTAINABILITY AND ENVIRONMENTAL IMPACT FOR CONTRACTS 1, 2, 3 and 4**

The Contracting Authority requires that Potential Providers work proactively to support the Government's agenda in relation to sustainability this includes the following requirements :

i. supporting the Contracting Customer to meet the Greening Government Commitments <https://www.gov.uk/measuring-and-reporting-environmental-impacts-guidance-for-businesses>

/

ii. complying with the legislative requirements as prescribed in Article 6 of the Energy Efficiency Directive (EED)  
[http://ec.europa.eu/energy/efficiency/eed/eed\\_en.htm](http://ec.europa.eu/energy/efficiency/eed/eed_en.htm)

as set out in paragraph 3.10 of Attachment 8 - Contract 1 Schedule 2: Services Part A: Specification Of Requirements, paragraph 3.10 of Attachment 9 - Contract 2 Schedule 2: Services Part A: Specification Of Requirements, paragraph 3.10 of Attachment 10 - Contract 3 Schedule 2: Services Part A: Specification Of Requirements and paragraph 3.11 of Attachment 11 - Contract 4 Schedule 2: Services Part A: Specification Of Requirements

**Maximum character count – 8192 character including spaces and punctuation.**

### **AQB5 Response Guidance**

**All Potential Providers must answer this question.**

You must insert your response into the text field's in the e-Sourcing Suite.

The Potential Provider shall be able to proactively support the delivery of the Contracting Customer(s) respective travel policy(s); this includes targets for reduction in carbon resulting from Travel undertaken. This should be in accordance with, but not limited to, the Greening Government Commitments and the Potential Supplier shall proactively work with their supply chain to help quantify and reduce the environmental impacts of their service. Your response must :

- a) demonstrate how you will proactively support the delivery of the Contracting Customer(s) respective travel policy(s), in accordance with the Greening Government Commitments  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/69624/pb13846-greening-government-commitments.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/69624/pb13846-greening-government-commitments.pdf)
- b) demonstrate how you will proactively work with your supply chain to help quantify and reduce the environmental impacts

- c) demonstrate the process you have to provide the Management Information information on Greenhouse Gas emissions
- d) describe a major sustainability programme you will undertake, including your role and the likely benefits

Responses should be limited to, and focused on the question posed. Potential Providers should refrain from making generalised statements and providing information not relevant to the topic. Additional documents will not be taken into account.

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 points in this Response guidance in the order they are listed above and highlight which point (a to d) you are responding to.

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Marking Scheme	Evaluation Guidance
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<b>0</b>	The Potential Provider's response has not fully and satisfactorily addressed any of the 4 component parts (a to d) of the response guidance above. OR A response has not been provided to this question.

## **[AQB6] INVOICING AND PAYMENTS FOR CONTRACTS 1, 2, 3 and 4**

The Contracting Authority requires Potential Providers to have systems and processes to provide all of the payment requirements as detailed in paragraph 3.6 of Attachment 8 - Contract 1 Schedule 2: Services Part A: Specification Of Requirements, paragraph 3.6 of Attachment 9 - Contract 2 Schedule 2: Services Part A: Specification Of Requirements, paragraph 3.6 of Attachment 10 - Contract 3 Schedule 2: Services Part A: Specification Of Requirements and paragraph 3.7 of Attachment 11 - Contract 4 Schedule 2: Services Part A: Specification Of Requirements

Please outline the processes in place to support the requirements.

**Maximum character count – 8192 characters including spaces and punctuation.**

### **[AQB6] Response Guidance**

**All Potential Providers must answer this question.**

You must insert your response into the text field's in the e-Sourcing Suite.

The Potential Provider must have a flexible approach to payment options, ensuring that accurate and timely invoicing is generated and that multiple payment types are supported across Contracting Customers. Potential Providers are required to:

- a) demonstrate what quality checks are conducted at the point of sale to ensure accuracy and timely production and delivery of invoices to the Contracting Customer(s), including (for venues and billbacks) the cross checking of the source supplier invoice to ensure that no overcharging has taken place
- b) demonstrate what process are proposed for disputed invoices / charges
- c) demonstrate the flexibility of your systems to effectively manage each Contracting Customer(s) requirements with regards to reference fields
- d) demonstrate how invoices will be distributed to users, how re-prints will be facilitated and hotel billbacks will be managed

Responses should be limited to, and focused on the question posed. Potential Providers should refrain from making generalised statements and providing information not relevant to the topic. Additional documents will not be taken into account.

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 points in this response guidance in the order they are listed above and highlight which point (a to d) you are responding to.

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#### **Marking Scheme**

#### **Evaluation Guidance**

<b>100</b>	The Potential Provider's response fully and satisfactorily addresses all 4 of the component parts (a to d) of the response guidance above.
<b>75</b>	The Potential Provider's response fully and satisfactorily addresses only 3 of the 4 component parts (a to d) of the response guidance above.
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<b>0</b>	<p>The Potential Provider's response has not fully and satisfactorily addressed any of the 4 component parts (a to d) of the response guidance above.</p> <p>OR</p> <p>A response has not been provided to this question.</p>

**[AQB7] RESOURCES FOR CONTRACTS 1, 2, 3 and 4**

The Contracting Authority requires that high quality staff are deployed in order to deliver high levels of customer service. Staff shall be appropriately trained in all areas of travel management pertinent to their role and measures should be taken to ensure that they are motivated and have a clear career path.

**Maximum character count – 8192 characters including spaces and punctuation.**

**[AQB7] Response Guidance**

**All Potential Providers must answer this question.**

You must insert your response into the text field's in the e-Sourcing Suite.

Your response must:

- a) demonstrate how you recruit and retain high performing staff within your organisation including key staff members such as Contract and Relationship Managers
- b) demonstrate the process by which on-going and appropriate staff training will be conducted
- c) demonstrate how you ensure the correct number of staff are deployed during core and non core hours (business as usual) to ensure that service expectations are met and where possible exceeded
- d) describe the methodology where additional capacity can be added to support increased demand in a crisis management situation (both during core hours and non core hours).

Responses should be limited to, and focused on the question posed. Potential Providers should refrain from making generalised statements and providing information not relevant to the topic. Additional documents will not be taken into account.

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 points in this response guidance in the order they are listed above and highlight which point (a to d) you are responding to.

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Marking Scheme	Evaluation Guidance
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<b>75</b>	The Potential Provider's response fully and satisfactorily addresses only 3 of the 4 component parts (a to d) of the response guidance above.
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<b>0</b>	<p>The Potential Provider's response has not fully and satisfactorily addressed any of the 4 component parts (a to d) of the response guidance above.</p> <p>OR</p> <p>A response has not been provided to this question.</p>

**[AQB8] PROGRAMME MANAGEMENT AND CONTINUOUS PROCESS IMPROVEMENT FOR CONTRACTS 1, 2, 3 and 4**

Throughout the life of the contract, the Contracting Authority requires that Potential Providers encourage a culture of continuous improvement, increasing savings, improving quality and service delivery during the life of the contract.

**Maximum character count – 8192 characters including spaces and punctuation.**

**[AQB8] Response Guidance**

**All Potential Providers must answer this question.**

You must insert your response into the text field's in the e-Sourcing Suite.

Your response must:

- a) demonstrate how you create an environment where continuous improvement and innovation is actively promoted and cultivated within all levels of the organisation
- b) demonstrate what commitment you are planning to drive continuous improvement and innovation
- c) demonstrate how you will use cross industry sharing of good practice (public sector / private sector), or internal sharing of best practice to make recommendations to make savings to Contracting Customer(s) and to the Contracting Authority
- d) demonstrate in what circumstances you would partner with your key suppliers and/or strategic customers in order to drive continuous improvement or innovation.

Responses should be limited to, and focused on the question posed. Potential Providers should refrain from making generalised statements and providing information not relevant to the topic. Additional documents will not be taken into account.

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Marking Scheme	Evaluation Guidance
100	The Potential Provider's response fully and satisfactorily addresses all



	4 of the component parts (a to d) of the response guidance above.
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<b>0</b>	<p>The Potential Provider's response has not fully and satisfactorily addressed any of the 4 component parts (a to d) of the response guidance above.</p> <p>OR</p> <p>A response has not been provided to this question.</p>

**[AQB9] SERVICE ACCESS AND CAPABILITY (CONTRACT 1, AND/OR CONTRACT 2, AND/OR CONTRACT 3 ONLY)**

The Contracting Authority requires the Potential Provider to demonstrate their ability to provide an effective Business Travel Booking and Management Service to Contracting Customer(s) both Online and Offline including the provision of specific requirements for Bookers and Travellers who may require assistance when booking or undertaking travel.

**Maximum character count – 8192 characters including spaces and punctuation.**

**[AQB9] Response Guidance**

**All Potential Providers for Contract 1, and/or Contract 2, and/or Contract 3 must answer this question.**

You must insert your response into the text field's in the e-Sourcing Suite.

Potential Providers must clearly set out how their proposed solution for booking travel services meets the diverse needs of the traveller and booker, including those who may require special assistance, vulnerable and lone travellers etc. Potential Providers must also:

- a) demonstrate how you will configure the user experience in both the Offline service and Online Booking System to include the needs of bookers, travellers and those requiring special assistance in making the booking
- b) demonstrate how you will maintain the Online Booking System to both the Contracting Authority and Contracting Customer(s) requirements to include the needs of travellers requiring special assistance, vulnerable or lone travellers.
- c) demonstrate how you will ensure the Online Booking System and Offline Service will be available 24 hours a day throughout the entire duration of the Contract.
- d) demonstrate how you will work with the Contracting Customer(s) to maximise Online Booking usage for eligible bookings through training and supporting the booking process

Responses should be limited to, and focused on the question posed. Potential Providers should refrain from making generalised statements and providing information not relevant to the topic. Additional documents will not be taken into account.

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#### **[AQB10] SERVICE ACCESS AND CAPABILITY (CONTRACT 4 ONLY)**

The Contracting Authority requires the Potential Provider to demonstrate their ability to provide effective Meeting and Conference Venue Services to Contracting Customer(s) including the provision of specific requirements for Bookers and Travellers who may require assistance when booking Meeting and Conference Venue Services.

**Maximum character count – 8192 characters including spaces and punctuation.**

#### **[AQB10] Response Guidance**

**All Potential Providers for Contract 4 must answer this question.**

You must insert your response into the text field's in the e-Sourcing Suite.

Potential Providers must clearly set out how their proposed solution for booking venue services meets the diverse needs of the traveller/delegate and booker, including those who may require special assistance, vulnerable and lone travellers/delegates etc. Potential Providers must also:

- a) demonstrate how you will customise the user experience in the Offline Booking Service(s) to include the needs of bookers and delegates including those requiring special assistance
- b) demonstrate how you will efficiently provide information, availability and costs for Tier One, Tier Two and Tier Three Venues as per paragraph 3.3.5 of Attachment 11 - Contract 4 Schedule 2: Services Part A: Specification Of Requirements
- c) demonstrate how you will assist in increasing the number and range of Tier 2 and Tier 3 Venues to generate savings when Tier 1 savings are not available. (3.3.5.6)
- d) demonstrate how you will provide a delegate management service to include registration, provision of information, reception and management services as per paragraph 3.4.7

Responses should be limited to, and focused on the question posed. Potential Providers should refrain from making generalised statements and providing information not relevant to the topic. Additional documents will not be taken into account.

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#### **Marking**

#### **Evaluation Guidance**

<b>Scheme</b>	
<b>100</b>	The Potential Provider's response fully and satisfactorily addresses all 4 of the component parts (a to d) of the response guidance above.
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<b>0</b>	<p>The Potential Provider's response has not fully and satisfactorily addressed any of the 4 component parts (a to d) of the response guidance above.</p> <p>OR</p> <p>A response has not been provided to this question.</p>

## SECTION C –DATA SECURITY

### [AQC1a-d] DATA SECURITY : APPLICATION OF SECURITY PRINCIPLES

The Contracting Authority requires that Potential Providers demonstrate how they will effectively apply the Security Principles defined in the Crown Travel and Venue Service (CTVS) **Data Security Schedule (Attachment 4)** to the Service.

The Potential Provider shall provide a **Data Security Implementation Objective Response Statement**, describing the proposed security control(s) for all Security Principles and associated Data Security Implementation Objectives at [AQC1a] and [AQC1a] *Continued* within the text fields provided.

**Maximum character count – 8192 character including spaces and punctuation.**

The Contracting Authority has identified different types of security control options which could be applied to appropriate parts of the Service, detailed in the Response Guidance below. The **Security Principle Control Matrix (Attachment 5)** provides a list of security controls to comply with each implementation objective, which is not prescriptive, and Potential Providers can propose an alternative implementation of a security control(s).

If the Potential Provider does propose an alternative control then evidence shall be provided in a **Security Control Justification** document, which enables the Contracting Authority to evaluate the effectiveness of the data security control. The **Security Control Justification** document shall

- I. Describe any proposed alternative security controls and
- II. Detail of the security control's security characteristics.

The document shall enable the Contracting Authority to evaluate the effectiveness of the data security control against any claimed security characteristics. If a Potential Provider is not proposing any alternative controls to meet a security principles, then the document should still be produced and a statement made to that effect. The **Security Control Justification** document shall be no more than 5 pages of A4 shall be uploaded as an attachment within the e-Sourcing Suite as part of [AQC1b]

The Potential Provider shall submit a **Data Security Service Scope Document** as part of their bid response, describing how the security principles shall be applied to the service. The document shall define the Service scope against which the Supplier shall state compliance with the Contracting Authority's Data Security principles. The **Data Security Service Scope Document** should include a breakdown of the Service scope including:

- I. Description of each different type of User which shall interact with the service; System Administrators, Booker, Privileged Departmental Bookers, Security Officers etc.
- II. Description of the Data Exchange with any object outside of the contract service scope providing information to an HMG Consumer or sub-contractors Service Providers.

Provide a breakdown of the key technical aspects of the Service to a level that shall enable the Contracting Authority to assure comprehensive and consistent

#### **[AQC1a-d] Response guidance**

**All Potential Providers must answer this question.**

In Attachment 5 (**Security Principle Control Matrix**) the Contracting Authority has specified the security controls which have been assessed as providing an acceptable approach to complying with a security principle implementation objective.

In response to this question Potential Providers shall demonstrate how they intend to meet the Security Principles. The description of the security control(s) to deliver each Security Principle should clearly define how it is being applied across the service cross referencing the additional documentation described above.

The Potential Provider must:

- a) Provide a **Data Security Implementation Objective Response Statement**, which will outline how each Security Principle is applied to the Crown Travel and Venue Service (CTVS) Contract within 8192 characters in the eSourcing suite within [AQC1a] and [AQC1a] *Continued* within the text fields provided. **Maximum character count – 8192 character including spaces and punctuation. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.**
- b) demonstrate by providing within the **Security Control Justification Document**, whether or not the Potential Provider is planning to implement a security control, not specified by the Contracting Authority. **Security Control Justification Document** shall be uploaded as an attachment within the e-Sourcing Suite as part of [AQC1b]
- c)
- d) demonstrate within the **Data Security Service Scope Document** that all aspects of the Service shall be compliant with the data security implementation objective. **Data Security Service Scope Document** shall be uploaded as an attachment within the e-Sourcing Suite as part of [AQC1c]
- e) demonstrate within the **Security Management Plan**, that the security principles shall be applied throughout the life of the Service contract including; design, delivery and decommissioning. **Security Management Plan** shall be uploaded as an attachment within the e-Sourcing Suite as part of [AQC1d]

Potential Providers should refrain from making generalised statements and providing information not relevant to the topic. Potential Providers should not state compliance with a security principle by making generalised statement about your Organisation's System or your current Accreditation or Certification status. It cannot be assume that an Evaluator has this knowledge and only information provided in your response and the additional documents described above will be taken into account during the evaluation.

Attachments should be clearly marked with, document title (specified above), your organisation name and principle document author to ensure the Contracting Authority can clearly identify your submission in the eSourcing suite

#### Evaluation Guidance

Responses to these questions are not scored and for information only.

**However, Potential Providers are reminded that failure to complete a question fully is an act of non-compliance and shall be dealt with in accordance with the terms of the ITT.**



## SECTION C –DATA SECURITY

### [AQC2a-b] DATA SECURITY : SECURE THROUGH LIFE DELIVERY OF SECURITY PRINCIPLES

The Contracting Authority requires the Potential Provider to demonstrate how they will deliver the Service(s) through life compliance with the Data Security Implementation Objectives defined in the Crown Travel and Venue Service (CTVS) **Data Security Schedule Attachment 4**. The Potential Provider shall provide a statement, describing how security control will be effectively delivered throughout the life of the Contract for each type of data security implementation objective. This statement is to be uploaded on the eSourcing suite at [AQC2a] and [AQC2a] *Continued* within the text fields provided.

#### **Maximum character count – 8192 character including spaces and punctuation.**

Potential Providers shall demonstrate in the **Security Assurance Plan**, how they intend to evidence delivery and sustainment compliance of the service with the stated Data Security Principles Implementation objectives. The document shall describe the approach to providing evidence of the assurance of a secure capability during the design, delivery and decommissioning of the Service. The **Security Assurance Plan** shall describe:

- i. The activities to deliver the outputs for each type of assurance process,
- ii. The proposed scope of any assurance activity for each security control. If the scope of testing is not defined in the **Security Assurance Plan** then post contract award the Potential Providers must obtain the Contracting Authority agreement to the scope of the assurance activity.
- iii. The Contracting Authorities ability to audit the assurance process
- iv. How the assurance activities are integrated within a Potential Provider programme and third party Supplier activities.

The outline **Security Assurance Plan** shall be no more than 10 pages of A4. The **Security Assurance Plan** should be produced and uploaded into eSourcing as part of the Potential Provider's bid response and shall be uploaded as an attachment within the e-Sourcing Suite as part of [AQC2b].

Potential Providers shall demonstrate in the **Security Management Plan, defined in Question AQC1**, how they intend to support the Contracting Authorities management activities to manage the risk of the compromise of the confidentiality, integrity and availability of both HMG corporate and individual personal data.

#### **[AQC2] Response guidance**

**All Potential Providers must answer this question.**

The Contracting Authority has identified four different types of assurance which are described below. These four assurance types should be cross referenced within the 8192 characters in the eSourcing suite where the Potential Providers outline their proposed approach. The application of the different types of security assurance processes shall be dependent upon the proposed security control and where it is implemented in the Service. The four generic types of assurance activities are:

- Intrinsic assurance - The activities or processes Potential Providers use to provide independent evidence that the service development processes are robust and shall deliver the required security outcomes.
- Extrinsic assurance – The activities or processes to provide evidence that the design includes the use of independently assured product(s) or service(s) whose security characteristics support the delivery of the security control.
- Implementation assurance – The activities or processes Potential Providers use to provide independent evidence the service has been implemented securely. This type of assurance should also provide evidence that there are no weaknesses utilising publicly known vulnerabilities and common configuration faults.
- Operational assurance - The activities or processes which the Potential Provider uses to provide evidence in the maintenance of the Service security controls once it has entered operational use. This includes provisioning for enterprise activities that will monitor changes in service implementation, operation, configuration, vulnerabilities and threats.

In response to this question Potential Providers shall demonstrate how they intend to produce and provide assurance evidence to the Contracting Authority of the Security Principles delivery and sustainment. The Potential Provider must:

- a) Provide for each type of security objective a high level statement on the approach to providing evidence which shall enable the Contracting Authority to assure the secure delivery and sustainment of a security control within the 8192 characters in the eSourcing suite.

In addition to the 8192 characters in the eSourcing suite, the Potential Provider needs to

- b) demonstrate within the **Security Assurance Plan** that for each proposed security test e.g. an IT Security Health Check, the scope shall be agreed with the Contracting Authority to ensure it is appropriate to provide evidence of the secure delivery and sustainment of each security control.
- c) demonstrate within the **Security Management Plan**, that there is a robust plan in place to deliver and sustain evidence of compliance of the Crown Travel and Venue Service (CTVS) with the security principles throughout the Contract life of the Service; delivery; design, delivery and decommissioning.
- d) demonstrate within the **Security Management Plan** that Potential Providers will provide evidence to support the Contracting Authority's management of Information Assurance (IA) residual risks throughout all stages of service delivery; design, delivery and decommissioning.

Responses should be limited to, and focused on the question posed. Potential Providers should refrain from making generalised statements and providing information not

relevant to the topic. Potential Providers should not state compliance with a security principle by making generalised statement about your Organisation's System or your current Accreditation or Certification status. It cannot be assume that an Evaluator has this knowledge and only information provided in your response and the additional documents described above will be taken into account during the 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 points in this Response guidance in the order they are listed above and highlight which point (a to d) you are responding to.

Attachments should be clearly marked with, document title (specified above), your organisation name and principle document author to ensure the Contracting Authority can clearly identify your submission in the eSourcing suite

**Maximum character count for a) above is 8192 characters including spaces and punctuation. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.**

#### Evaluation Guidance

Responses to these questions are not scored and for information only.

**However, Potential Providers are reminded that failure to complete a question fully is an act of non-compliance and shall be dealt with in accordance with the terms of the ITT.**