

Invitation to Tender

Attachment 2c - Award Questionnaire

(Award Questions, Evaluation and Marking
Scheme)

RM6172 Travel & Venue Solutions

1. Introduction
 - 1.1 This document sets out the Award quality questions and provides an overview of the methodology which will be adopted by CCS to evaluate your response to each award quality question. It also sets out the marking scheme(s) which will apply.
 - 1.2 Remember responses need to be submitted within the eSourcing suite, in the Technical envelope, as described in Attachment 2 – How to Bid.
 - 1.3 Please ensure you have read Attachment 2 – How to Bid, which contains information on the Award process and how your quality score will be calculated.
- 2 Award Questions

Section A: You must answer the following questions if you are bidding for any of the Lots.

<p>Section A – Mandatory Service Requirements</p>
<p>A1 Compliance with Framework Schedule 1 (Specification) – All Lots</p>
<p>If you are awarded a framework contract, will you unreservedly deliver in full, all the mandatory service requirements as set out in Framework Schedule 1 (Specification).</p> <p>Please answer 'Yes' or 'No'.</p> <p>Yes - You will unreservedly deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification) for the Lots in which you are bidding.</p> <p>No - You will not, or cannot, deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification) for the Lots in which you are bidding.</p>
<p>A1 Response guidance</p> <p>This is a Pass/Fail question.</p> <p>If you cannot or are unwilling to select 'Yes' to this question, you will be disqualified from further participation in this competition.</p> <p>You are required to select either option YES, NO from the drop-down list.</p> <p>Providing a 'Yes' response means you will unreservedly deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification) for the Lots in which you are bidding.</p> <p>If you select 'No' (or do not answer the question) to indicate that you will not, or cannot, deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification) for the Lots in which you are bidding you will be excluded from further participation in this competition.</p>

Marking scheme	Evaluation guidance
Pass	You have selected option 'Yes' confirming that you will unreservedly deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification) for the Lots in which you are bidding.
Fail	You have selected 'No' confirming that you will not, or cannot, deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification) for the Lots in which you are bidding. OR You have not selected either 'Yes' or 'No'.

<p>Section A – Mandatory Questions</p>
<p>A2 Buyer Optional Services (information only question)</p>
<p>We require you to confirm which of the buyer optional services set out below you can provide to any Buyer as part of their call-off contract, in accordance with sections 5.1.3, 6.2, 6.3 and 7.2 of the specification, as set in Attachment 1 – Framework Schedule 1 (Specification).</p> <p>As part of the Framework Agreement, if you cannot provide these services directly, or through current sub-contracting arrangements, you may be required to source and subcontract the provisions if the buyer requires at Call-Off.</p>
<p>A2 Response Guidance</p> <p>A2.1 – 2.8 All bidders must answer this question.</p> <p>A2.6 – A2.7 The Services will be required by the Buyer (MoD) for Lot 3.</p> <p>For each of questions A2.1 – A2.8 you must select Yes or No to confirm the applicable optional services you can currently provide to any Buyer as part of a call-off contract.</p> <p>This question is for information purposes only and will not be evaluated. However, if you are successful in the competition, the responses will be included in your Framework Contract.</p> <p>If you are bidding for Lot 4 only please answer 'No' to questions A2.1 to A2.7</p>

A2.1	Integrated pre-trip approvals workflow	Yes / No
A2.2	COVID-19 risk assessments and alerts	Yes / No
A2.3	Country Risk Assessments	Yes / No
A2.4	Bespoke Hotel / Airline Risk Assessments	Yes / No
A2.5	2-way mobile crisis communications with travellers	Yes / No
A2.6	Crisis Management Services (Repatriation, Emergency Accommodation, MEDEVAC) <i>(These services will be required by the customer under the Call-Off Contract for Lot 3)</i>	Yes / No
A2.7	24-hour Crisis Response Centre Support <i>(These services will be required by the customer under the Call-Off Contract for Lot 3)</i>	Yes / No
A2.8	Ground Security / Meetings & Events / Venue Security Measures	Yes / No

Section B: You must answer the following question if you are bidding for any of the Lots.

Section B – Social Value Generic Question (All Lots)

B1 Social Value Requirement:

CCS requires you to demonstrate how you will deliver Social Value in your business and supply chain. This includes how you can support the UK government in tackling economic inequality; equal opportunity including disability, inclusion and workforce inequality in the contract workforce and how your business and supply chain will support the UK Government initiatives to meet Carbon Net Zero targets.

B1 Response guidance

All bidders must answer this question.

You must insert your response into the text fields in the e-Sourcing suite.

Please review Framework Schedule 1 - Specification for Social Value sections which apply to this requirement.

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

- a) Set out how you will identify and tackle inequality in employment, skills and pay in your workforce including supporting in-work progression and staff development including those from disadvantaged or minority groups.
- b) Set out how you will promote diversity in your Supply Chain e.g. contracting with SME's, VCSE's.
- c) Set out how you will report on CO2 emissions per trip including offering the most environmentally efficient route/trip and demonstrate compliance to the Energy Efficiency Directive e.g. offsetting options.
- d) Set out how you will support the reduction of the UK's carbon emissions aiming for net zero by 2050.
- e) Set out how you will ensure adherence to your Organisation policies, which contribute to reducing the Disability & Inclusion gap, including the proactive activities you will engage in to reduce the gap.

Your response should be limited to, and focused on, each of the component parts of the question posed (a to e). You must not make generalised statements or give irrelevant information.

Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the

component parts in the order they are listed in this response guidance. State which part you are responding to.

Maximum character count – 10,000 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 the applicable text boxes provided, each box has a character count of 2,000 characters.

Marking Scheme 100/80/60/40/20/0

Marking scheme	Evaluation criteria
100	The Bidders response fully addresses all 5 of the component parts (a - e) of the response guidance above.
80	The Bidders response fully addresses only 4 of the 5 component parts (a - e) of the response guidance above.
60	The Bidders response fully addresses only 3 of the 5 component parts (a - e) of the response guidance above.
40	The Bidders response fully addresses only 2 of the 5 component parts (a - e) of the response guidance above.
20	The Bidders response fully addresses only 1 of the 5 component parts (a - e) of the response guidance above.
0	The Bidders response has not fully addressed any of the 5 component parts (a - e) of the response guidance above. OR A response has not been provided to this question.

Section C: You must answer the following questions if you are bidding for Lots 1 and/or 3 and/or 4.

Section C –Lots 1, 3 and 4

C1 : Business Continuity

CCS requires you to demonstrate your strategy and processes for ensuring Business Continuity is maintained in line with Call Off Schedule 8 Business Continuity and Disaster Recovery and how you will ensure travellers are supported

in the event of major disruption.

C1 Response guidance

All bidders for Lot 1,3 and 4 must answer this question.

You must insert your response into the text fields in the e-Sourcing suite.

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

- a) Demonstrate how you will ensure visibility of issues affecting travel service on a daily and ongoing basis including, but not limited to, service disruptions and incidents that come into play by the very nature of the Buyer's profile.
- b) Demonstrate how you will employ contingency plans to ensure normal service delivery in the event of a surge in booking activity or disaster including but not limited to Premises, Systems and Staff.
- c) Demonstrate how you will provide support to a customer and its travellers during a major incident (for example a terror incident or natural disaster) to ensure the safe relocation and/or return of travellers from the affected area.

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.

Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.

Maximum character count –8,000 characters including spaces and punctuation.

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33	The bidder's response fully addresses 1 of the 3 component parts (a to c) of the response guidance above.
0	The bidder's response has not fully addressed any of the 3 component parts (a to c) of the response guidance above. OR A response has not been provided to this question.

Section C – Lots 1, 3 and 4

C2 : Business Intelligence

CCS requires you to demonstrate how you will provide accurate and timely Management Information to CCS and Buyers and provide analysis to support travel programme optimisation to get the best value for money across all services provided.

C2 Response guidance

**All bidders for Lot 1,3 and 4 must answer this question.
Please review Management Information and Data Reporting Requirement in Section 3 of Framework Schedule 1 (Specification).**

You must insert your response into the text fields in the e-Sourcing suite.

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

- a) Describe the primary system you will have in place to ensure Buyers can access their Management Information. Your answer must include details of any alternative system(s) you will employ in the event that the primary system is not available.
- b) Describe the interactive and flexible nature of your system for example the ability of the buyer to design, save and change customer Management Information reports. As outlined in Framework Schedule 1 - Specification paragraph 3.33.

c) Describe your strategy and processes on how you will use Management Information to engage with CCS and/or customers in the following areas, as outlined in the Framework Schedule 1 - Specification paragraph 3.36:

- improve duty of care;
- enhance customer experience; and
- ensure travellers are making optimal choices in line with their travel policies.

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.

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0	The bidder's response has not fully addressed any of the 3 component parts (a to c) of the response guidance above. OR A response has not been provided to this question.

Section D: You must answer the following questions if you are bidding for Lot 2.

Section D – Lot 2

D1 : Business Continuity

CCS requires you to demonstrate your strategy and processes for Business Continuity in all points of sale including outside of the United Kingdom, in accordance with Call Off Schedule 8 Business Continuity and Disaster Recovery.

D1 Response guidance

All bidders for Lot 2 must answer this question.

You must insert your response into the text fields in the e-Sourcing suite.

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

- a) Demonstrate how you will ensure visibility of issues affecting travel service on a daily and ongoing basis including but not limited to service disruptions, and incidents that come into play by the very nature of the Buyer's profile.
- b) Describe how you will ensure and guarantee that wholly-owned, joint-venture, partner, or Affiliate global partners will follow the same procedures to provide visibility of issues affecting the travel service and how you ensure service standardisation across all markets, both Online & Offline.
- c) Demonstrate how you will employ contingency plans to ensure normal service delivery in the event of disaster and surge in booking activity including but not limited to Premises, Systems and Staffing, Data backup arrangements.
- d) Demonstrate how you will provide support to a customer and its travellers during a major incident (for example a terror incident or natural disaster) to ensure the safe relocation and/or return of travellers from the affected area.

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.

Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the

component parts in the order they are listed in this response guidance. State which part you are responding to.

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Marking Scheme 100/75/50/25/0

Marking scheme	Evaluation criteria
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75	The bidder's response fully addresses 3 of the 4 component parts (a to d) of the response guidance above.
50	The bidder's response fully addresses 2 of the 4 component parts (a to d) of the response guidance above.
25	The bidder's response fully addresses 1 of the 4 component parts (a to d) of the response guidance above.
0	The bidder's response has not fully addressed any of the 4 component parts (a to d) of the response guidance above. OR A response has not been provided to this question.

Section D – Lot 2

D2 : Business Intelligence

CCS requires you to demonstrate how you will provide accurate and timely Management Information to CCS and Buyers and provide analysis to support travel programme optimisation in order to get the best value for money across all services provided, for all points of sale outside of the United Kingdom.

D2 Response guidance

All bidders for Lot 2 must answer this question.

Please review Management Information and Data Reporting Requirement in Section 3 of Framework Schedule 1 (Specification).

You must insert your response into the text fields in the e-Sourcing suite.

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

- a) Set out the primary system you will have in place to ensure Buyers can access their Management Information at and from each point of sale in the same format. In addition, detail any alternative system(s) you will employ in the event the primary system is not available in an individual point of sale, as outlined in Framework Schedule 1 - Specification paragraph 3.32.
- b) Demonstrate how you will enable the Buyer to design and save custom Management Information reports for each and multiple points of sale as outlined in Framework Specification paragraph 3.33.
- c) Detail how you will ensure that all countries and hubs are consistent in their MI provision under the guise of one single travel provider.

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.

Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.

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**Marking
scheme**

Evaluation criteria

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Section D – Lot 2

D3 : Cost Optimisation

CCS requires you to describe how you will ensure that all cost optimisation requirements are fulfilled to the same standard under the guise of one single travel provider in all points of sale.

D3 Response guidance

All bidders for Lot 2 must answer this question.

You must insert your response into the text fields in the e-Sourcing suite.

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

- a) Demonstrate how, in each point of sale you, including how you will guarantee that wholly-owned, joint-ventures, partner, or affiliate partners, will provide the best value fares and/or rates, ensuring that the lowest cost option is always offered to the Buyer.
- b) Demonstrate the processes you have in place to ensure that all wholly-owned, joint-ventures, partner, or affiliate partners honor the CCS Price Match guarantee in each point of sale as detailed in Framework Specification paragraphs 3.27 and 3.28.
- c) Demonstrate how you will ensure that CCS Public Sector Programmes fares and/or rates are loaded, labelled, displayed and available to book at all times in all points of sale.

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.

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Section D – Lot 2

D4 : Implementation

CCS requires you to describe the process you would utilise to manage the implementation to 150+ countries without compromising the quality of service to the

Buyer and/or existing customers, whilst ensuring that each stage of the implementation pipeline is completed on schedule.

D4 Response guidance

All bidders for Lot 2 must answer this question.

You must insert your response into the text fields in the e-Sourcing suite.

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

- a) Describe the process you will have in place to accommodate the different technologies employed across the markets (e.g. multiple GDS, Booking Tools and browsers).
- b) Describe the process that will ensure security requirements in Call Off Schedule 9 are adhered to during the implementation.
- c) Provide a sample implementation plan in accordance with Call Off Schedule 13, reflecting a requirement for global coverage including service from regional hubs as well numerous 'in country' locations. In addition to responsibilities, key milestones and timelines, describe how you will ensure all aspects of implementation are managed across multiple points of sale including: the transfer of user profiles; adherence to Buyer policy; and how the implementation activities are concluded seamlessly to the satisfaction of the Buyer. The plan must also include Online Booking Tool activities.
- d) Demonstrate how you will manage the implementation and the pipeline of ongoing implementations with your global partners and how this will transition under wholly-owned, joint-venture partner, affiliate partners, and how you plan to ensure that all country and hubs servicing are consistent under the guise of one single travel provider.
- e) Demonstrate how you will accommodate Customer specific needs including but not limited to booking policies, display/ranking of venues, display of terms and conditions.

Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information.

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Section D – Lot 2

D5 : Quality of Services

CCS requires you to provide multiple sources of inventory across all points of sale the Buyer requires and maintain quality of services.

D5 Response guidance

All bidders for Lot 2 must answer this question.
You must insert your response into the text fields in the e-Sourcing suite.

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

- a) Set out your technology roadmap as referenced Framework Schedule 1 (Specification) paragraph 4.54 for all points of sale, including the UK, that will be available to the Customer upon request and will demonstrate how the Supplier will implement new distribution channels as they become available in all Point of Sales (e.g. NDC (air), API (rail and accommodation) and, any Online Booking Solution development.
- b) Describe your global footprint and demonstrate how you will ensure and guarantee that all points of sale, including the UK have processes and procedures in place to ensure the service levels will be met, including but not limited to meeting the service specification, access to all travel content, Call-Off Contract management, complaint and dispute management noting how this will be managed as wholly-owned, joint-venture, partner, or affiliate partners, and how you plan to ensure that all country and hubs servicing are consistent under the guise of one single travel provider.
- c) Demonstrate how you will provide a 24/7, 365 days a year service, demonstrating: location, continuity of service, training, and languages spoken other than English for each country and hub option.
- d) Set out you will measure customer satisfaction with offline and online services in each point of sale. Set out how you will provide a report to the buyer detailing each point of sale and providing an overall score?

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.

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Section E: You must answer the following questions if you are bidding for Lot 1 and/or Lot 3

<p>Section E – Lots 1 and 3</p>
<p>E1 : Quality of Services</p> <p>CCS requires you to describe how you will provide multiple sources of inventory and maintain quality of service to the Buyer.</p>
<p>E1 Response guidance</p> <p>All bidders for Lot 1 and 3 must answer this question. You must insert your response into the text fields in the e-Sourcing suite.</p> <p>In order to satisfy the requirement, and the question associated with the requirement, you must:</p> <p>a) Describe your technology roadmap as referenced in Framework Schedule 1 - (Specification) paragraph 4.54 that will be available to the Customer upon request and will demonstrate how the Supplier will implement new distribution channels as they become available in all Point of Sales (e.g. NDC (air), API (rail and accommodation) and, any Online Booking Solution development.</p> <p>b) Demonstrate how you will provide a 24/7, 365 days a year service, demonstrating: location, continuity of service and training.</p>

c) Set out the processes and procedures you will have in place to demonstrate and ensure the service levels will be met under each Call-Off Contract, including but not limited to meeting the service specification, access to all travel content, Call-Off Contract management, complaint and dispute management.

d) Set out how you will monitor and measure customer satisfaction with both online and offline services and implement any changes identified through this process.

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.

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	OR A response has not been provided to this question.
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Section E – Lots 1 and 3

E2 : Cost Optimisation

CCS requires the Bidder to describe in detail the process they will use for cost optimisation, including how they identify and implement savings for Buyers.

E2 Response guidance

All bidders for Lots 1 and 3 must answer this question.

You must insert your response into the text fields in the e-Sourcing suite.

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

- a) Describe the processes you will have in place to deliver best value fares and/or rates to the Buyer, ensuring that the lowest cost option is always offered and how you will minimise the number of successful Price Match requests, as outlined in Framework Schedule 1 - Specification paragraph 3.27 and 3.28.
- b) Demonstrate your rate audit process to secure the best value air fare and hotel rates. Please outline any process and/or technology available to track fare/rate reductions and re-booking process at a lower rate.
- c) Demonstrate how you will embed process to deliver savings against the services in both the short and the long term.

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.

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Marking scheme 100/66/33/0

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66	The bidder's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above.
33	The bidder's response fully addresses 1 of the 3 component parts (a to c) of the response guidance above.
0	The bidder's response has not fully addressed any of the 3 component parts (a to c) of the response guidance above. OR A response has not been provided to this question.

Section F: You must answer the following questions if you are bidding for Lot 4.

Section F – Lot 4

F1 : Meetings and Events Service Delivery

CCS requires you to demonstrate how you will provide multiple sources of inventory and benefits to customers when delivering a quality service in accordance with Section 8 of the Framework Schedule 1 – (Specification).

F1 Response guidance

All bidders for Lot 4 must answer this question.

You must insert your response into the text fields in the e-Sourcing suite.

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

- a) Demonstrate the processes you will have in place to ensure quality is maintained to the required standard specified in Call Off Schedule 14 'Service Levels' when delivering the services detailing your quality control process and how you will ensure that quality is maintained on a day-to-day basis and throughout the life of the Commercial Agreement.
- b) Describe the scope of inventory you will provide; your response must include your inventory sources available to you, key supplier/venue pricing agreements that you have in place that will result in value for money being delivered to the Customer and the name of any of your key third party providers.
- c) Demonstrate what capabilities you currently have in place to effectively offer Customers a solution to book digital, virtual and hybrid meetings and events.

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.

Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.

Maximum character count – 8,000 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 the applicable text boxes provided, each box has a character count of 2,000 characters.

Marking scheme 100/66/33/0

Marking scheme	Evaluation criteria
100	The bidder's response fully addresses all 3 of the component parts (a to c) of the response guidance above.

66	The bidder's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above.
33	The bidder's response fully addresses 1 of the 3 component parts (a to c) of the response guidance above.
0	The bidder's response has not fully addressed any of the 3 component parts (a to c) of the response guidance above. OR A response has not been provided to this question.

Section F –Lot 4

F2 : Cost Optimisation

CCS requires the Bidder to describe in detail the process they will use for cost optimisation, including how they identify and implement savings for Buyers.

F2 Response guidance

All bidders for Lot 4 must answer this question.

You must insert your response into the text fields in the e-Sourcing suite.

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

- a) Demonstrate the processes you will have in place to deliver best value rates to the Buyer, ensuring that the lowest cost option is always offered and how you will minimise the number of successful Price Match requests, as outlined in Framework Schedule 1 - Specification paragraph 3.27 and 3.28.
- b) Demonstrate your process to identify and secure the best value venue rates. Please detail any process and/or technology available to track rate reductions and re-booking process at a lower rate.
- c) Demonstrate how you will embed process to deliver savings against the services in both the short and the long term.

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.

Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the

component parts in the order they are listed in this response guidance. State which part you are responding to.

Maximum character count – 8,000 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 the applicable text boxes provided, each box has a character count of 2,000 characters.

Marking scheme 100/66/33/0

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

Section G: You must answer the following questions if you are bidding for Lot 3.

Section G – Lot 3

G1 : Delivery of MoD Specific Complex Requirements

CCS requires you to describe how you will facilitate some of the more complex and unique requirements of the MoD as detailed in Framework Specification Schedule 1 Section 7.

G1 Response guidance

All bidders for Lot 3 must answer this question.

You must insert your response into the text fields in the e-Sourcing suite.

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

- a) Demonstrate how your Offline and Online services allow for multiple travel policies across the whole organisation.
- b) Demonstrate how your Offline and Online services allow for winter sports bookings as outlined in Framework Schedule 1- Specification paragraph 7.39.
- c) Demonstrate how your Online services will meet the accommodation requirement as outlined in Framework Schedule 1- Specification paragraph 7.45 and 7.46 for the provision of non GDS content and multiple occupancy rooms.
- d) Demonstrate how your Offline services allow for Large and complex bookings (300+ pax requiring rail, air, and accommodation (including self-accommodation in remote locations), as well as unaccompanied minors (UNMR), families, pets and specialised hold luggage). Outlined in Framework Schedule 1- Specification paragraphs 7.38.

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.

Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the

component parts in the order they are listed in this response guidance. State which part you are responding to.

Maximum character count – 10,000 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 the applicable text boxes provided, each box has a character count of 2,000 characters.

Marking Scheme 100/75/50/25/0

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

Section G: Lot 3

G2 : Security

CCS requires the Bidder to demonstrate how they will ensure the security of customer information and data in accordance with Call Off Schedule 9 - Security

G2 Response guidance

All bidders for Lot 3 must answer this question.

You must insert your response into the text fields in the e-Sourcing suite.

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

- a) Demonstrate how you will collect, hold and maintain Customer information and data (electronic and physical) in a secure and confidential manner.
- b) Describe in detail your own security operating procedures and demonstrate how you will provide assurance of data security to the Customer in line with the security requirements as detailed in Call-Off Schedule 9B (Security Requirements).
- c) Demonstrate how you will ensure the Customer(s) department identity is not revealed against ALL booking confirmations (except when allowed by the Customer), and all associated correspondence, including but not limited to, information shared with 3rd party suppliers in accordance with Call-Off Schedule 9B (Security Requirements).

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

Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.

Maximum character count – 8,000 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 the applicable text boxes provided, each box has a character count of 2,000 characters.

Marking scheme 100/66/33/0

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

A response has not been provided to this question.
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Section G – Lot 3

G3 : Implementation

CCS requires you to describe how you will manage the ongoing pipeline of implementations without compromising the quality of the Services for the Buyer, both Online and Offline and how you will manage customisations for the organisation.

G3 Response guidance

All bidders for Lot 3 must answer this question.

You must insert your response into the text fields in the e-Sourcing suite.

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

- a) Provide a sample implementation plan in accordance with Call Off Schedule 13. This plan must contain roles and responsibilities, online booking tool activities; key milestones and timelines. In addition, describe how you will ensure all aspects of implementation are adequately resourced and managed including the transfer of user profiles and adherence to Buyer policy. Refer to section 7.61-7.68 of Framework Schedule 1 (Specification).
- b) Demonstrate how you will manage a significant number of implementations at the same time, ensuring that all are completed to the required specification and timescale. The approach should identify key risks and mitigations and demonstrate how you will ensure quality of services for the Buyer are not compromised.
- c) Demonstrate how you will accommodate Customer specific needs and customise the booking experience for each business area, including but not limited to booking policies, display/ranking of venues, display of terms and conditions as outlined in section 7.21 of the Framework Schedule 1 (Specification). Your response should also specify if this can be provided under one online booking tool or multiple ones.

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.

Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.

Maximum character count – 8,000 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 the applicable text boxes provided, each box has a character count of 2,000 characters.

Marking scheme 100/66/33/0

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

Section H: You must answer the following questions if you are bidding for Lot 1 and/or 4.

Section H – Lots 1 and 4

H1 : Implementation

CCS requires you to describe how you will manage the ongoing pipeline of implementations without compromising the quality of the Services for the Buyer, both Online and Offline.

H1 Response guidance

All bidders for Lot 1 and 4 must answer this question.
You must insert your response into the text fields in the e-Sourcing suite.

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

- a) Provide a sample implementation plan in accordance with Call Off Schedule 13. This plan must contain roles and responsibilities, online booking tool activities; key milestones and timelines. In addition, demonstrate how you will ensure all aspects of implementation are adequately resourced and managed including the transfer of user profiles and adherence to Buyer policy.
- b) Demonstrate what processes you will have in place to manage the ongoing pipeline of implementations whilst undertaking business as usual activities for other customers without compromising the quality of the Services for the Buyer.
- c) Describe the processes you will have in place to manage a significant number of implementations at the same time, demonstrating how you will ensure that all are completed to the required specification and timescale.
- d) Demonstrate how you will accommodate Customer specific needs including but not limited to booking policies, display/ranking of venues, display of terms and conditions.

Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information.

Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.

Maximum character count – 10,000 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 the applicable text boxes provided, each box has a character count of 2,000 characters.

Marking Scheme 100/75/50/25/0

Marking scheme	Evaluation criteria
100	The bidder's response fully addresses all 4 of the component parts (a to d) of the response guidance above.

75	The bidder's response fully addresses 3 of the 4 component parts (a to d) of the response guidance above.
50	The bidder's response fully addresses 2 of the 4 component parts (a to d) of the response guidance above.
25	The bidder's response fully addresses 1 of the 4 component parts (a to d) of the response guidance above.
0	<p>The bidder's response has not fully 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>