**Attachment 2c – Award question responses (Lots 1-4)**

Please use this attachment 2c to answer the Quality questions in Sections A, B and C of the Quality questionnaire set out in Attachment 2 – How to bid.

See paragraph 2 and Annex 1 of Attachment 2 – How to bid for instructions on how to submit your response in the eSourcing suite.

|  |  |
| --- | --- |
| **SECTION A – Mandatory requirements for all lots (1-4)** | |
| **A1 Compliance with Framework Schedule 1 (Specification)** | |
| ***Delete an option below to confirm your response to question A1*** | |
| **Yes** | I will unreservedly deliver in full, all the mandatory service requirements, applicable to the lot in which you are bidding, as set out in Framework Schedule 1 (Specification). |
| **No** | I will not, or cannot, deliver in full, all the mandatory service requirements, applicable to the lot in which you are bidding, as set out in Framework Schedule 1 (Specification). |

|  |
| --- |
| **SECTION B – SCORED QUESTION FOR LOT 1** |
| **B1 IMPLEMENTATION PLAN** |
| ***Insert your response for question B1 or enter N/A if not bidding for Lot 1.***  ***Maximum character count – 14,000 character including spaces and punctuation.*** |

|  |
| --- |
| **SECTION B – SCORED QUESTION FOR LOT 2** |
| **B2 IMPLEMENTATION PLAN** |
| ***Insert your response for question B2 or enter N/A if not bidding for Lot 2.***  ***Maximum character count – 14,000 character including spaces and punctuation.*** |

|  |
| --- |
| **SECTION B – SCORED QUESTION FOR LOT 3** |
| **B3 IMPLEMENTATION PLAN** |
| ***Insert your response for question B3 or enter N/A if not bidding for Lot 3.***  ***Maximum character count – 14,000 character including spaces and punctuation.*** |

|  |
| --- |
| **SECTION B – SCORED QUESTION FOR LOT 4** |
| **B4 IMPLEMENTATION PLAN** |
| ***Insert your response for question B4 or enter N/A if not bidding for Lot 4.***  ***Maximum character count – 14,000 character including spaces and punctuation.*** |

|  |
| --- |
| **SECTION C – SCORED GENERIC QUESTION FOR LOTS 1-4** |
| **C1 SYSTEM INTEGRATION** |
| ***Insert your response for question C1***  ***Maximum character count – 8,000 character including spaces and punctuation.*** |

|  |
| --- |
| **SECTION C – SCORED GENERIC QUESTION FOR LOTS 1-4** |
| **C2 COLLABORATION AND ADDED VALUE** |
| ***Insert your response for question C2***  ***Maximum character count – 12,000 character including spaces and punctuation.*** |

|  |
| --- |
| **SECTION C – SCORED GENERIC QUESTION FOR LOTS 1-4** |
| **C3 CUSTOMER SERVICE AND SUPPORT** |
| ***Insert your response for question C3***  ***Maximum character count – 10,000 character including spaces and punctuation.*** |