**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.

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| **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).  |

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| **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.*** |

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| **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.*** |

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| **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.*** |

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| **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.*** |

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| **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.*** |

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| **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.*** |

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| **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.*** |